## EMAIL MARKETING HAS NEVER BEEN MORE IMPORTANT (OR MORE RESPONSIVE) THEN THE LAST 100 DAYS

#### BUT...

### HAVE YOU ADJUSTED YOUR EMAIL MARKETING TO CAPTURE THIS OPPORTUNITY?

JAY SCHWEDELSON
PRESIDENT & CEO
WORLDATA
JayS@CorpWD.com

#### 30 Seconds On Who I Am?



NEW CUSTOMER ACQUISITION PROGRAMS

Acquisition Email Programs, CRM Retargeting, Data Aggregation and Content Syndication



Data Maintenance and Improvement, Hygiene, Append, Data Hosting, Landing Page Development



#### EMAIL MARKETING CONSULTATION

Competitive Intelligence, ESP Auditing, Campaign Review and Best Practice Support

- 1. Help you acquire new customers and grow your database
  - 2. Data Improvement and Hygiene
- 3. Provide Best Practice Email Consultation, Email Competitive Intelligence and Audit Tools

#### RESEARCH INFORMATION

#### JAY who?

- President & CEO Worldata
- Past Board of Directors DMA
- Founded DMA's Original Email Council in 1998 Over 1000 Members
  - Crain's Top 100 Industry Professionals (10 Years in a row)



- Worldata executes over 40,000 Email, Online and Direct Marketing Campaigns on Behalf of Clients Each Year.
- We are the largest buyer of permission email media in North America.
- Our research division, Worldata Research, provides free industry metrics based on these programs. Our email research is based on over 6 billion transmitted messages annually.

#### RESEARCH INFORMATION

JAY who?

Special Metrics: Worldata Research ran key metrics from June 1st – June 21st.

Our metrics are based on a review of over 150 Million Emails from the last 3 weeks within the United States.

Please use this information as 'Directional'. During normal times we rely on longer periods to establish key metrics.

metrics based on these programs. Our email research is based on over 6 billion transmitted messages annually.

#### Your Email Marketing Campaigns:

January: Normal

March: STOP SENDING!

**April: Send MORE Than Ever!** 

May - June: <u>Send Something (no clue what to</u>

<u>send)</u>

JULY: ????



## KEY EMAIL METRICS FROM: UPDATED: June 1st- June 21st

- Inbox Activity: UP 17% VS. January
- B2B Open Rates: UP 16% VS. January
- B2C Open Rates: UP 21% VS. January
- Email Newsletter Open Rates: UP 19% VS. January
- Email Sign-Ups: Open Rates: UP 34% VS. January

What does this mean?



## KEY EMAIL METRICS FROM: UPDATED: June 1st- June 21st

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- B2C Open Rates: UP 21% VS. January
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This is the time to test everything!
Try as many new ideas as possible.
These metrics may disappear in 30 days...



"Much to our surprise, open rates on marketing emails continue to rise," <u>HubSpot CMO Kipp Bodnar</u> blogged May 7. "Even as marketers sent 27% more emails than they then did pre-COVID, engagement remains strong. ...



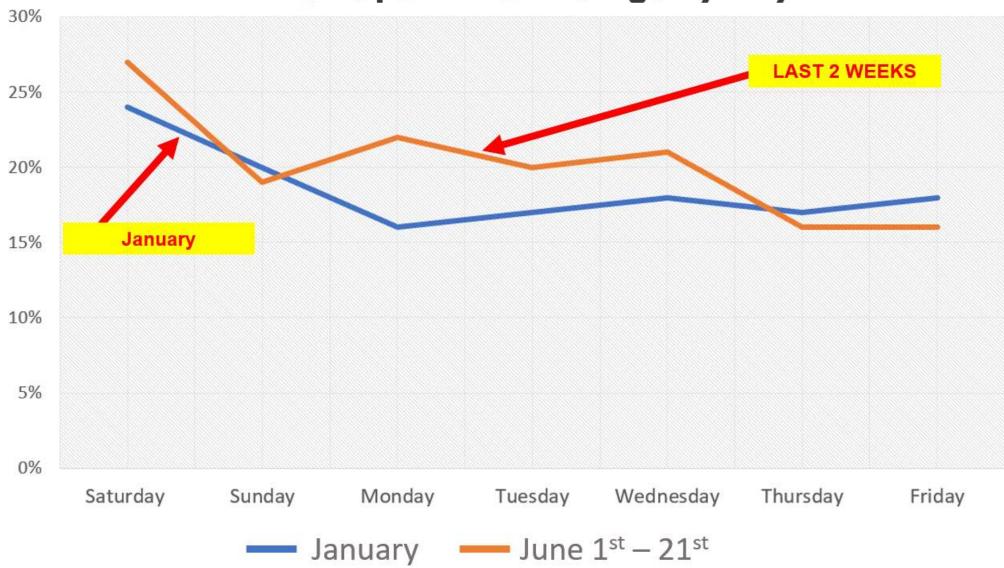
## I GOT IT! We should be sending out email. But what is working?



# This will change but for NOW this specific DAY is SUPER IMPORTANT!

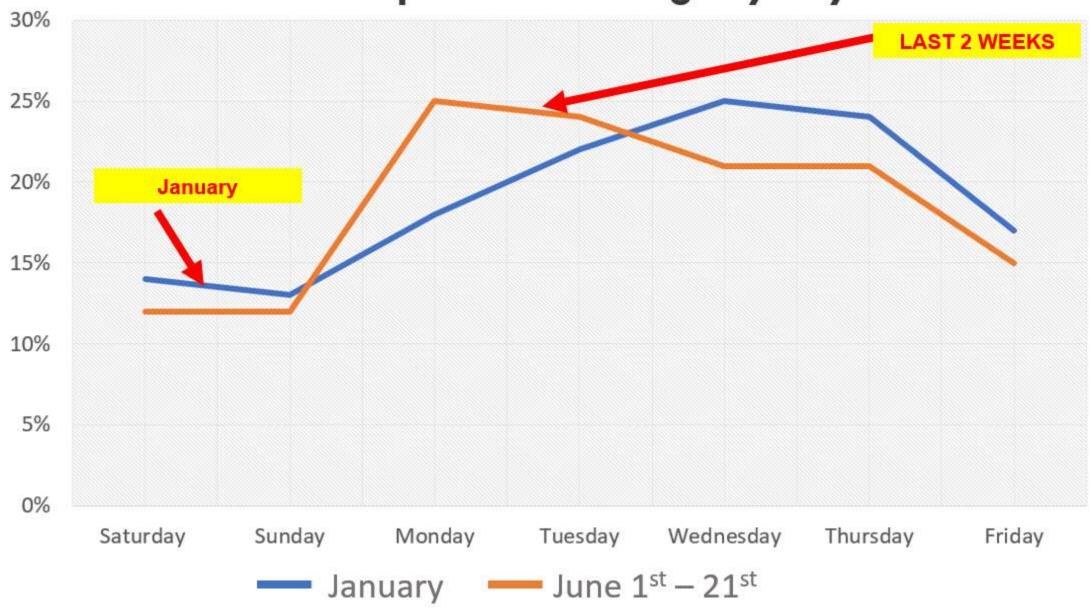


#### **BtoC:** Open Rate Average by Day





#### **BtoB**: Open Rate Average by Day



## The Last 75 Days... Email Marketing Tone

**Before COVID** 

**March - May** 

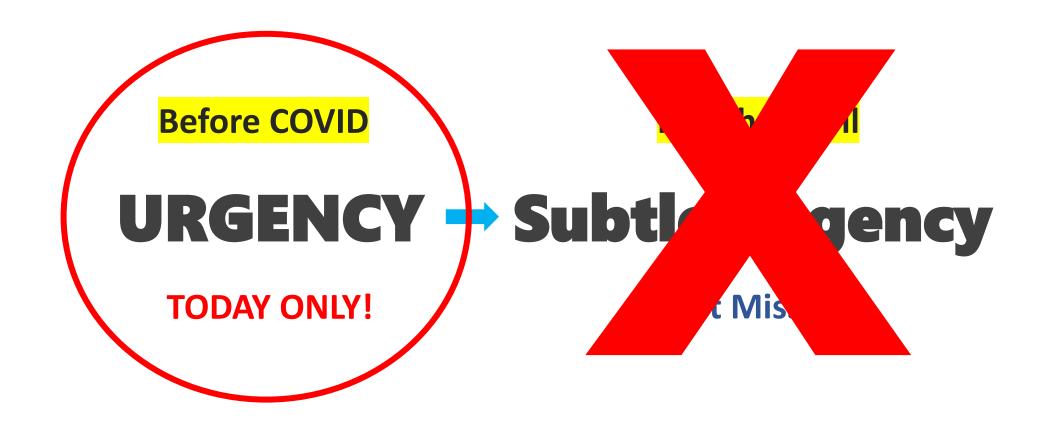
**URGENCY** → Subtle Urgency

**TODAY ONLY!** 

**Don't Miss Out** 



#### June 1<sup>st</sup> – June 21<sup>st</sup>





#### #1 Thing That Drives Email Response Rates

#### Sense of Urgency

- Consumer Emails that have some form of a DATE in subject line will generate a 38% higher 'Open Rate'
- Business Emails that have some form of a DATE in subject line will generate a 41% higher 'Open Rate'
  - 2 Days Until Offer Expires
  - Registration Ends Today
  - Last Chance to Save
  - Free Webinar on June 11th

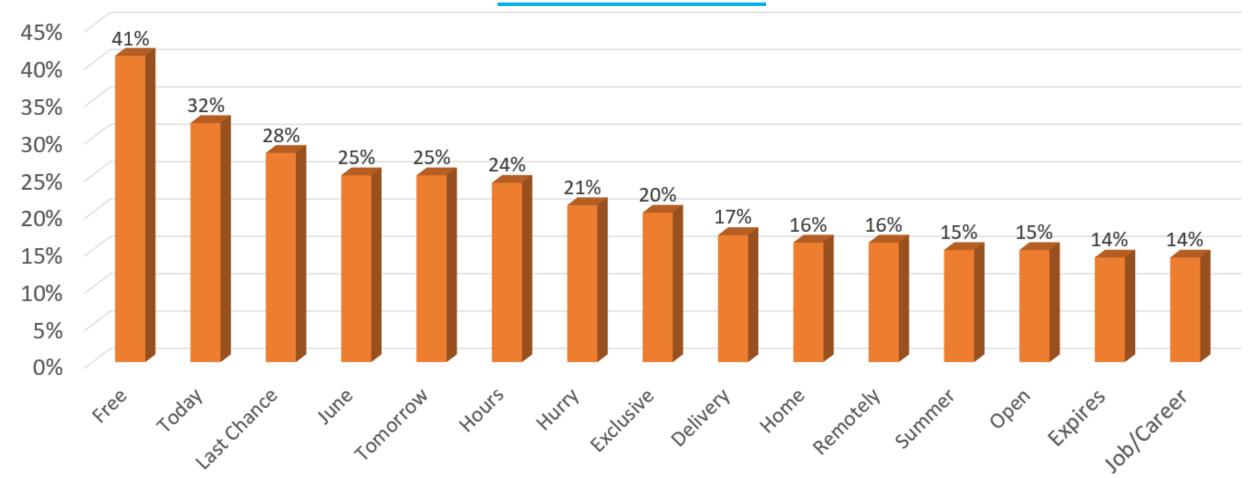


## **FACT:** Emails With Offers That Expire Have a 67% Higher Overall Response Rate for BtoC and 51% for BtoB.



#### SUBJECT LINE WORDS THAT INCREASE OPEN RATES

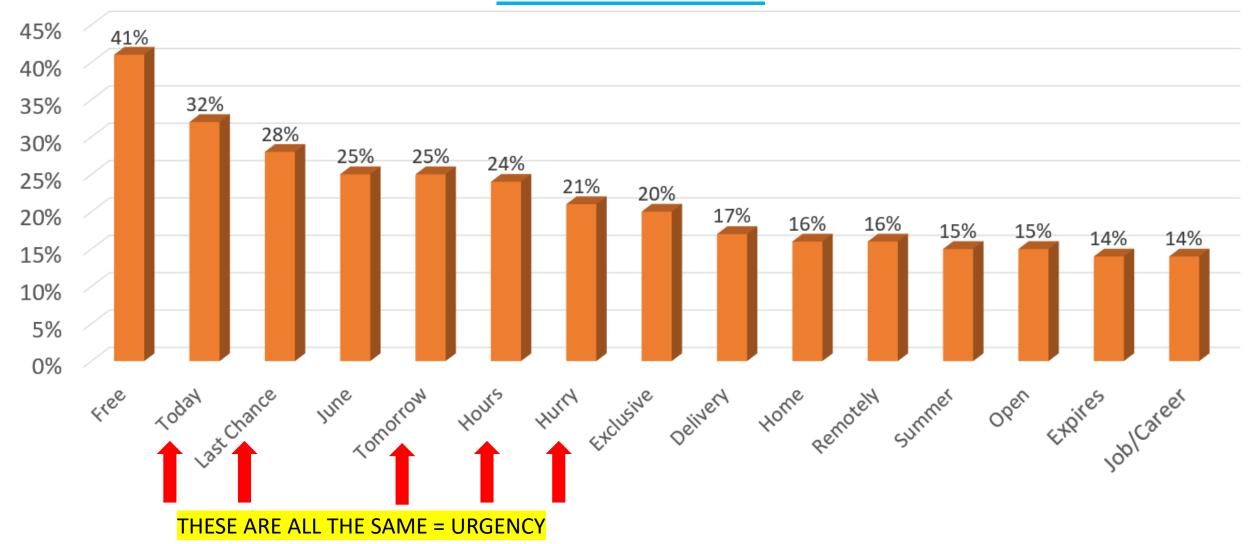
**June 1**<sup>st</sup> – **21**<sup>st</sup>





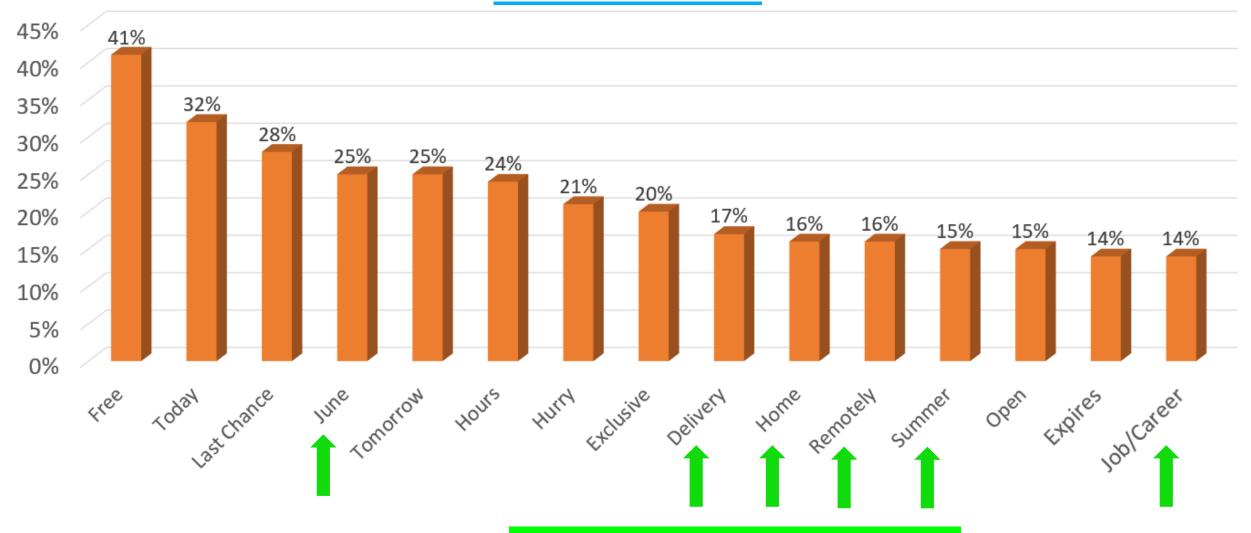
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**June 1**<sup>st</sup> – **21**<sup>st</sup>



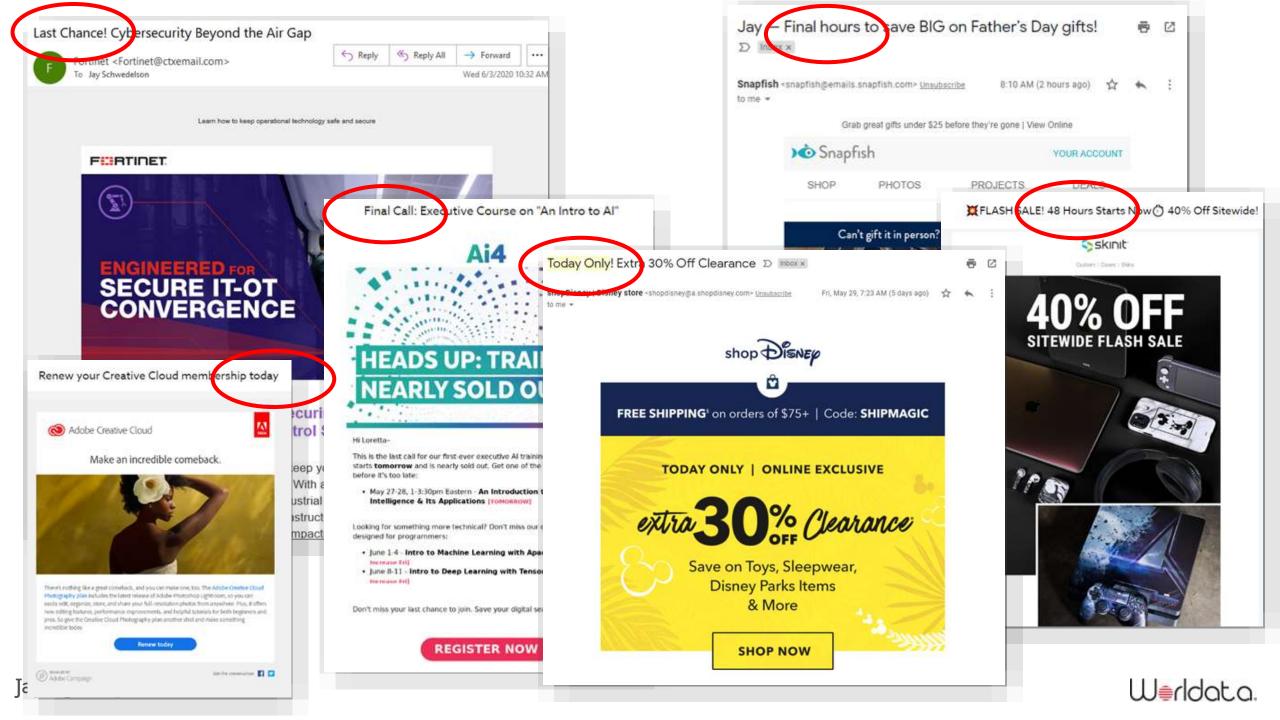
#### SUBJECT LINE WORDS THAT INCREASE OPEN RATES

**June 1**<sup>st</sup> – **21**<sup>st</sup>



THESE ARE ALL BECAUSE OF COVID





## Free and Complimentary are NOT the same!

Using 'Free' will generate a 2X open rate increase vs 'Complimentary'



## FREE is ok for - Amazon, Marvel, IBM, Salesforce, Walgreens, NFL, etc...

Frontgate	Your own Parisian cafe: FREE shipping on all outdoor, including furniture - ONLY. Free Shipping applies to standard ground, in-home, and truck charges within the contiguous US Excludes expedited	8:32 am
Williams Sonoma	OVER 60% Off a CALPHALON Favorite + FREE Fast Shipping! - A STORE" style="display:block;" /> FREE FAST SHIPPING on orders over \$49* with code SHIP4FREE" style="display:block;" />	7:17 am
Kim Komando's Helpful Tip	How to move your phone over to another carrier, 7 things you didn't know your smart TV websites for free. Click here to start building your website today with simple drag-and-drop building tools! KIM'S	4:45 am
» SiriusXM	Jay, Last Chance - Don't miss out on a free SiriusXM trial. See details insideMonth Free Trial. No Obligation. SiriusXM Radio Dear Jay, Thank you for having your Jeep serviced recently. To show our	10:58 pm
» Fanatics.com	Inbox ✓ SPECIAL MESSAGE: You've Hit It Big With New St. Paddy's Day Gear + Free Shipping On A Gear + Free Shipping On All Orders http://cl.exct.net/?qs=01dbbdbe2547f220d79b7e1d8bba5097c608642383acb!	Feb 23
» Small Business Tip from .	Don't let ransomware kill your business, Free alternatives to expensive software, 3 tot Plus - Free alternatives to expensive software, 3 Problems viewing this email? Click here to view in a browser. Kim's	Feb 23
Pottery Barn Kids	Get ready for spring break! FREE SHIPPING on ALL backpacks, luggage and more - In Stores Free Design Services Click Here to See Images pottery barn kids PBteen	Feb 23
Frontgate	Over 400 new arrivals are in (plus, get free shipping on all outdoor) - ONLY. Free Shipping applies to standard ground, in-home, and truck charges within the contiguous US Excludes expedited	Feb 23
» Neiman Marcus	Clearance arrivals, the must-have shoe + Free 2-day shipping! - To ensure delivery to your inbox, please add neimanmarcus@neimanmarcusemail.com to your address book.	Feb 22
Shutterfly	■ FREE gifts for 2/22—today only - To view this mail in an Internet browser, please click here: https://e.shutterfly.com/pub/sf/FormLink	Feb 22
Good Morning Football	Inbox Free Agency Tales - ** Free agency tales http://e.nfl.com/13a20488flayfousuawckerqaaaaaa22eochqzylngeyaaaaa	Feb 21
» west elm	FINAL hours: Free shipping + 100s of deals from us, Williams Sonoma, Pottery Barn + more - west elm" width="700" height="60" border="0" align="top" style="display: block"> Free Shipping. Use code FREEBIE":	Feb 20
» Ancestry	Last chance to explore your British heritage for FREE - Get free access to all UK records from Feb 17-20. Search for free Ancestry FREE ACCESS* TO UK RECORDS FEB 17-20 Was your family	Feb 20
» Gap	Inbox Effective immediately: 40% off EVERYTHING + FREE shipping - bonus and free shipping on every order. Can't see images? Click here. GAP Women GapFit Maternity Men Girls Boys	Feb 20
» Creative Market	Inbox   © Happy Monday – Download 6 New Free Goods! - Creative Market Free Goods	Feb 20
» Walgreens.com	Last chance! Buy 2 Get 3rd FREE Skin Care + Top Feb. Deals - To ensure delivery to your inbox, please add Walgreens@e.walgreens.com to your address book.	Feb 20
» TOMS	Free shipping ends tonight + Core Classics - *Free shipping valid on all orders placed on TOMS.com from 12:00 am PST on February 17, 2017 through 11:59 pm PST on February	Feb 20
Frontgate	Final day: Save 25% sitewide + FREE shipping during our Presidents' Day Sale - charges. Free Shipping applies to standard ground, in-home, and truck charges within the contiguous US Excludes expedited	Feb 20
» SiriusXM	Reminder - Don't miss out on a free SiriusXM trial. See details insideMonth Free Trial. No Obligation. SiriusXM Radio Dear Jay, Thank you for having your Jeep serviced recently. To show our	Feb 19
» Amazon Prime	Your Prime Membership: How to set up Prime Music, free magazines, most watched on Prime more - free on any device. Download the Kindle app and explore Prime Reading today. https://www.amazon.com/ki	Feb 19
» Marvel Shop	FREE SHIPPING on your entire order! - ENDS MONDAY FREE SHIPPING ON YOUR ENTIRE ORDER! CODE: SHIPFREE Shop Now: https://marvelstore.rsys2.net/pub/cc?_ri_	Feb 19
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## FRE

*	Frontgate	Inbox	You
*	Williams Sonoma	Inbox	OVE
<b>»</b>	Kim Komando's Helpful Tip	Inbox	How
<b>&gt;&gt;</b>	SiriusXM	Inbox	Jay,
<b>&gt;&gt;</b>	Fanatics.com	Inbox	<b>√</b> S
*	Small Business Tip from .	Inbox	Don
<b>»</b>	Pottery Barn Kids	Inbox	Get
*	Frontgate	Inbox	Ove
*	Neiman Marcus	Inbox	Clea
*	Shutterfly	Inbox	● FI
*	Good Morning Football	Inbox	Free
*	west elm	Inbox	FINA
*	Ancestry	Inbox	Last
*	Gap	Inbox	Effe
*	Creative Market	Inbox	Θ H
*	Walgreens.com	Inbox	Last
*	TOMS	Inbox	Free
*	Frontgate	Inbox	Fina
*	SiriusXM	Inbox	Rem
*	Amazon Prime	Inbox	You
*	Marvel Shop	Inbox	FRE
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FREE was a problem when you had one of these...



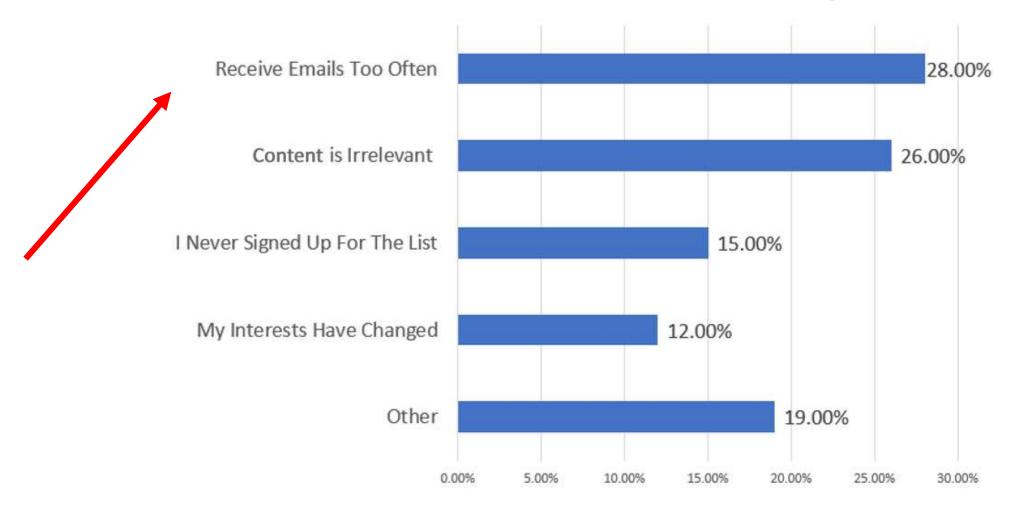
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building tools! KIM'S	4:45 am
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https://www.amazon.com/ki	Feb 19
	Feb 19
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## WORST STAT in Email Marketing

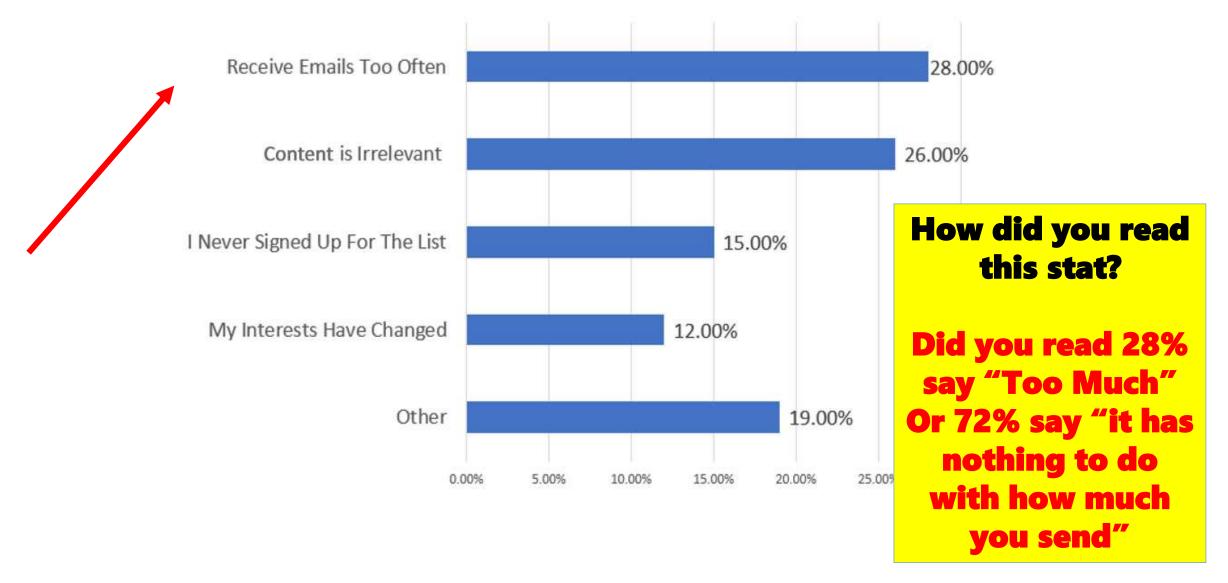


#### What Is The Main Reason You Unsubscribe?





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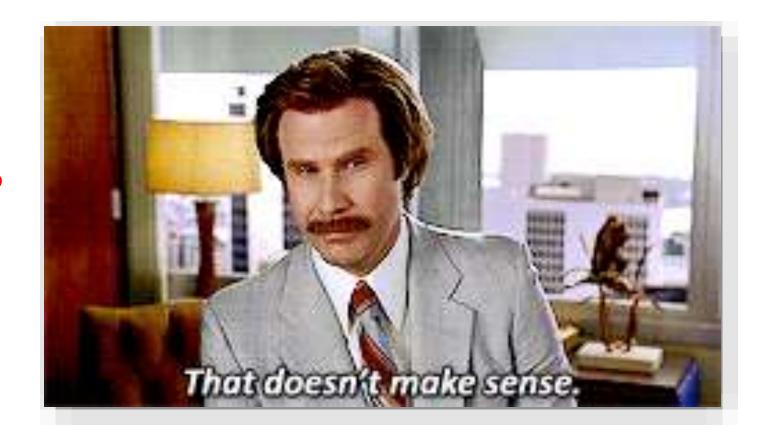


#### What Is The Main Reason You Unsubscribe?





# But that is spamming... People will unsubscribe





## FACT: 92% of People Who **Unsubscribe from Email Lists** Have Not Opened or Clicked on an Email From That Sender in Over 12 Months



#### Getting to Inbox Zero





## **FACT:** Average Unsubscribe Rate Across All Industries/Verticals is .0010%

Example: 100,000 address email list x .0010% Unsub = 100 Removes



## FACT: Average Unsubscribe Rate Across All Industries/Verticals is .0010%

So that means...

**Exam** 100,

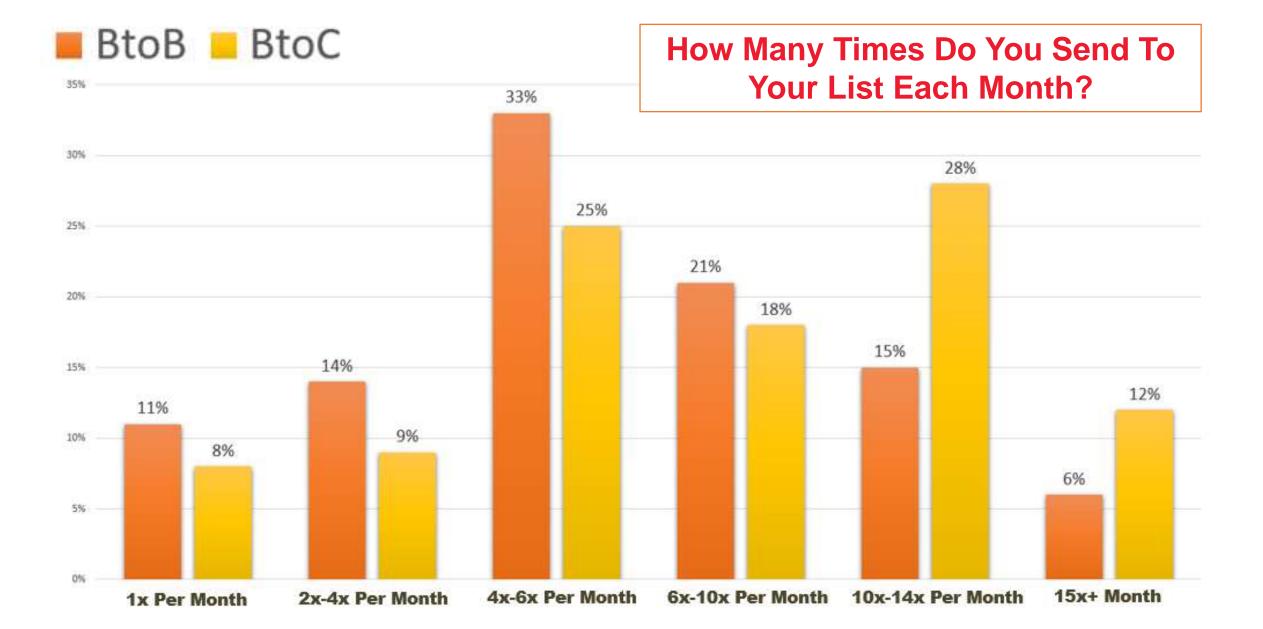
 $\times$  .00

Out of the 100 Removes only 8 people have opened/clicked in the last year.

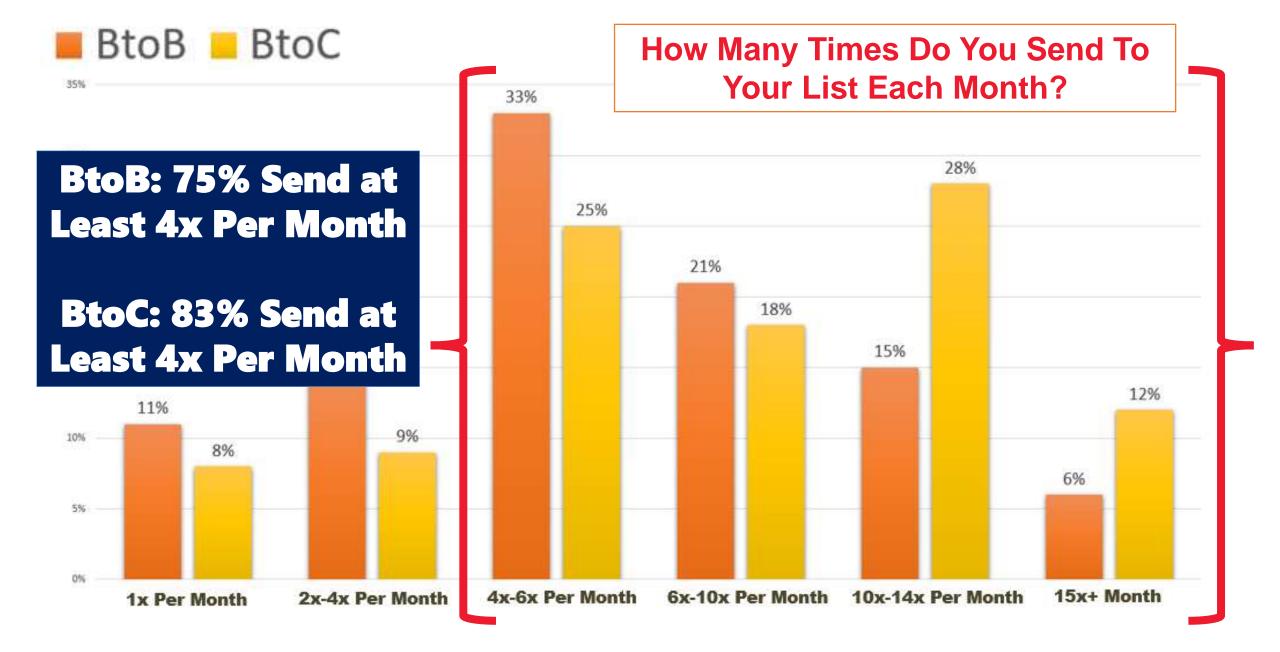
Those 8 people ARE NOT GOING TO RESPOND to your emails anyway – they are sick of all email!



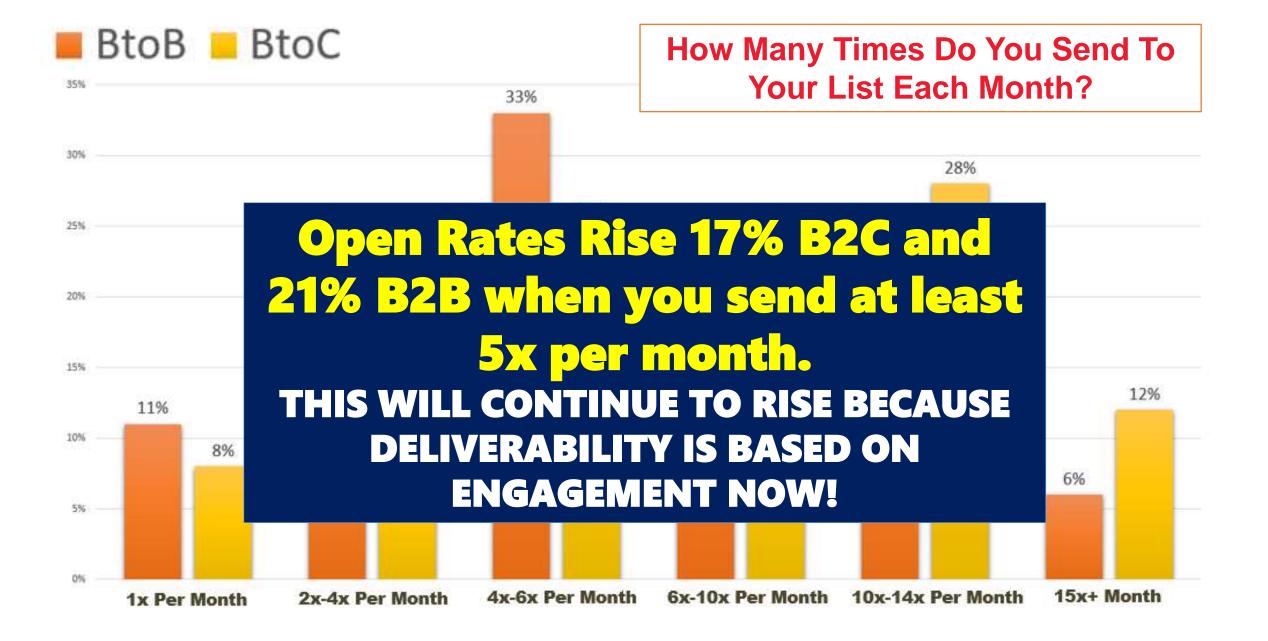






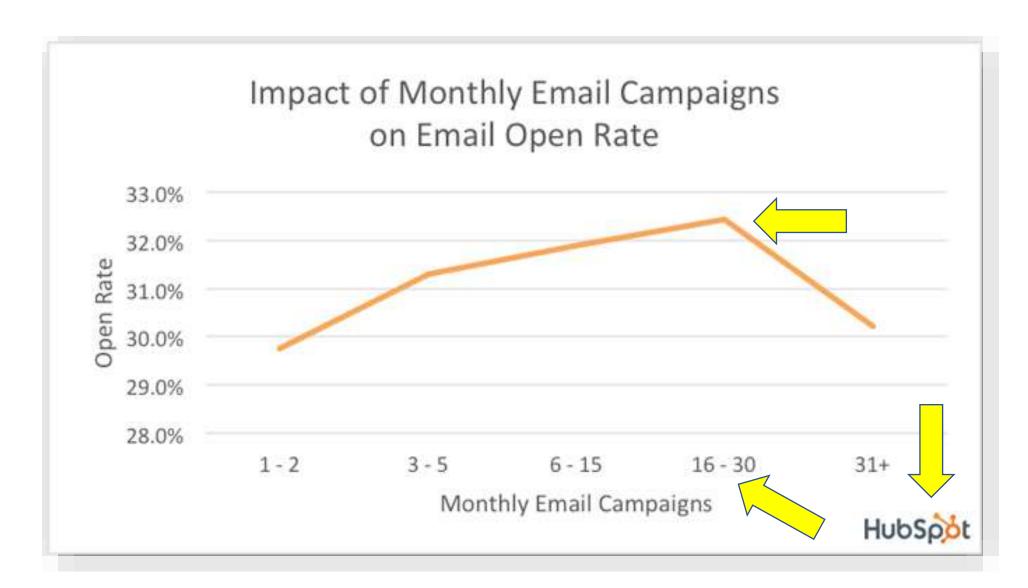






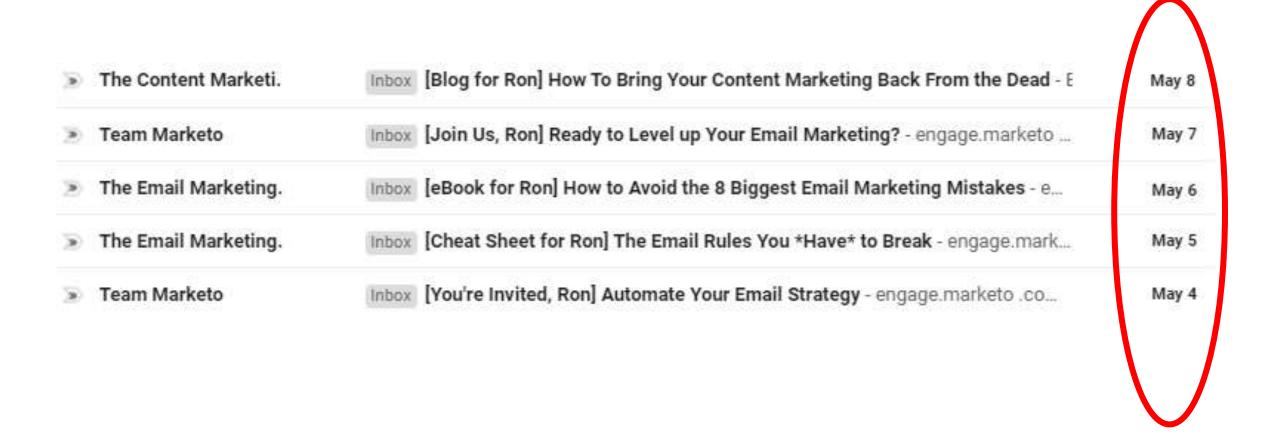


#### **Another Opinion...**





## BtoB: Marketo SENDS EMAILS EVERY DAY - Why? Because It Works!





### TOMS: 1 Offer – 6 Days – 9 Emails

» TOMS	Inbox   25% off expires at midnight   - ONLY A FEW HOURS LEFT	May 26
» TOMS	Inbox Last day! 25% off ends tonight - Expires at midnight   Free Ship	May 26
» TOMS	Inbox 25% off ends tomorrow Z - Plus red, white & blue styles   Free	May 25
» TOMS	Inbox Red, white & blue Classics   25% off - For women, men & kids	May 25
» TOMS	Inbox Hurry! SALE ends soon - 25% off is almost over   Free Shipping	May 24
» TOMS	Inbox ALMOST OVER! 25% off 7 - Don't miss this   Free Shipping \$5	May 24
» TOMS	Inbox NEW & improved for him   25% off - Men's edit: Alpargatas & C	May 22
» TOMS	Inbox 25% off is here, but not for long Only for a limited time   Fr	May 21
» TOMS	Inbox \$\footnote{1}\$ 25% off STARTS NOW \$\footnote{1}\$ - Only for a limited time   Free Sh	May 21

RIGHT NOW



## 9 Emails in 6 Days...

**TOMS** Starts now! full-price styles Use code: **HEYSUMMER** SHOP WOMEN SHOP MEN SHOP KIDS

City for a limited lime | Free Shipping \$50 h & Free Heliums | <u>Unauthorities</u>



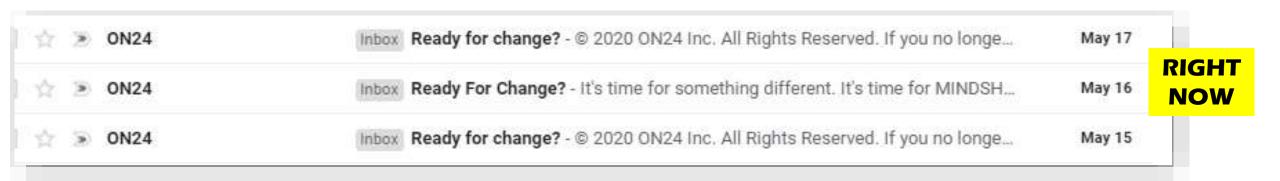


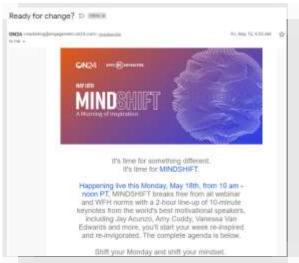
Express of minimphi | Free Disputing \$50 y & Press Heliums | Linux Decribe

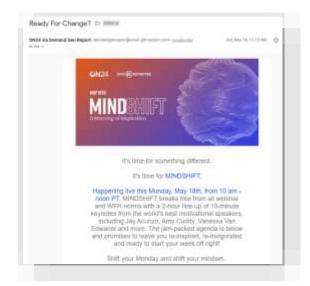




### **ON24:** 1 Offer – 3 Days – 3 Emails

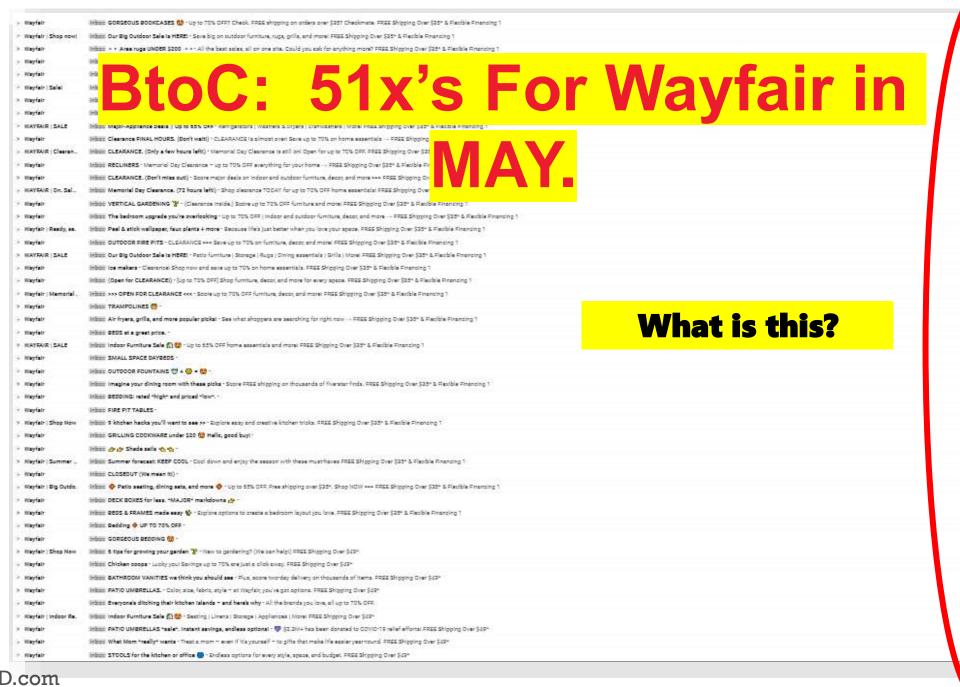












May 21

May 31

May 30 May 29

May 25

May 25 May 27

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May 10

May 10

May 9

May 5

May 7

May 6

May 5

May 5

Stay 4

May 3

May 5

May 2

May 2

Mary 7

## Quarantining is Boooring... Your Emails Don't Have to Be



### **LAST 30 DAYS:**

When Animated GIFs are Used Within an Email Message Click-Through Rates Increase by: 31% (Consumer) 27% (Business)



MASKS ARE BACK IN STOCK D Inbox x

 $\textbf{MOTHER} < mothers little helper@mother denim.com > \underline{\textit{Unsubscribe}}$ 

Fri, May 29, 4:47 PM (5 days ago)

to me \*

#### **MOTHER**

Women

Mare

Sending Good Vibes

#### LET'S FACE IT







Zoom Video Communications <teamzoom@zoom.us> Unsubscribe to me \*

Wed, Jun 24, 3:47 PM (19 hours ago)







Sign In

#### We've come a long way this year...



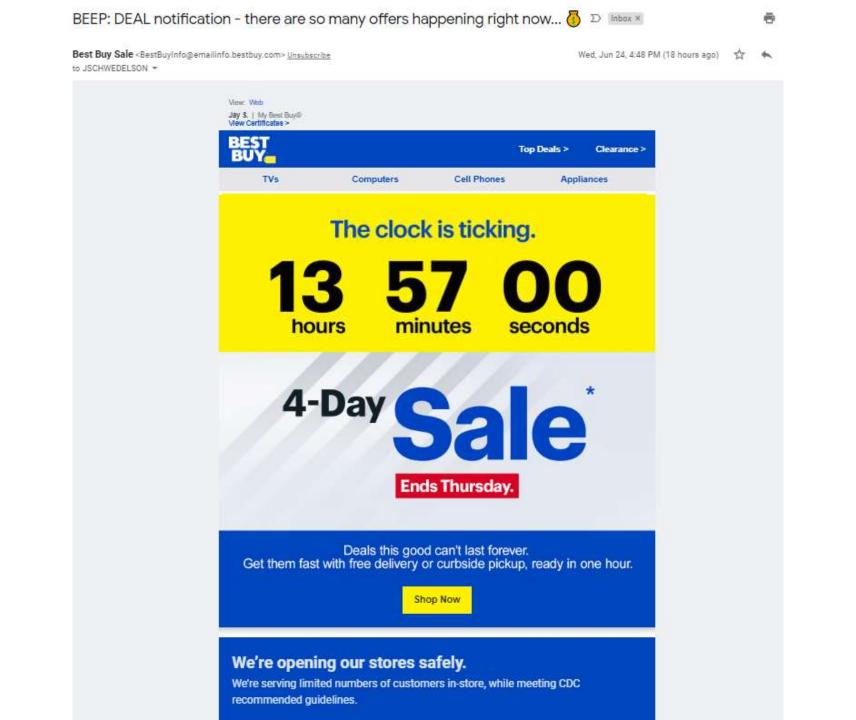
To thank you for connecting over Zoom, we'd like to share 30% off your first year of Pro Annual.



Whatever the future brings, we're here to help you continue to work, socialize, and stay connected. We'd like to share this special offer to thank you for choosing us to host your meetings.

Through July 15th, save 30% off your first year of Pro Annual - that's a \$75 savings and 42% less than what you're spending monthly right now!

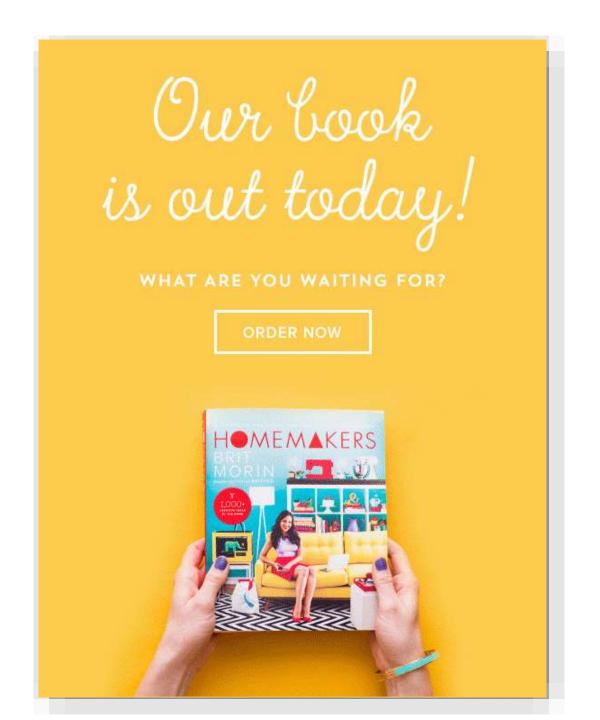














### THINK DIFFERENTLY...

## Email is a laboratory. Test, Fail and Test Again...



## LAST 30 DAYS: 9% of Subject Lines Have LESS Than 20 Characters...

## Subject Lines With LESS Than 20 Characters Have OPEN RATE INCREASE:

B2B = 22%

B2C = 25%



## LAST 30 DAYS: 7% of Subject Lines Have MORE Than 65 Characters...

Apple News	U.S. coronavirus cases top 1 million, a look at Sweden's controversial strategy, and more from Apple News - Good morning from Apple News. Here's everything you need to kn	Apr 29
Apple News	Inbox Experts weigh in on new White House testing plans, what could be different when we travel again, and more from Apple News - Good morning from Apple News. Here's everyt	Apr 28
Apple News	New evidence about the virus's spread, everything you need to stay entertained at home, and more from Apple News - Good morning from Apple News. Here's everything you	Apr 24

## Subject Lines With MORE Than 65 Characters Have OPEN RATE INCREASE:

B2B = 14%

B2C = 17%



### RIGHT NOW:

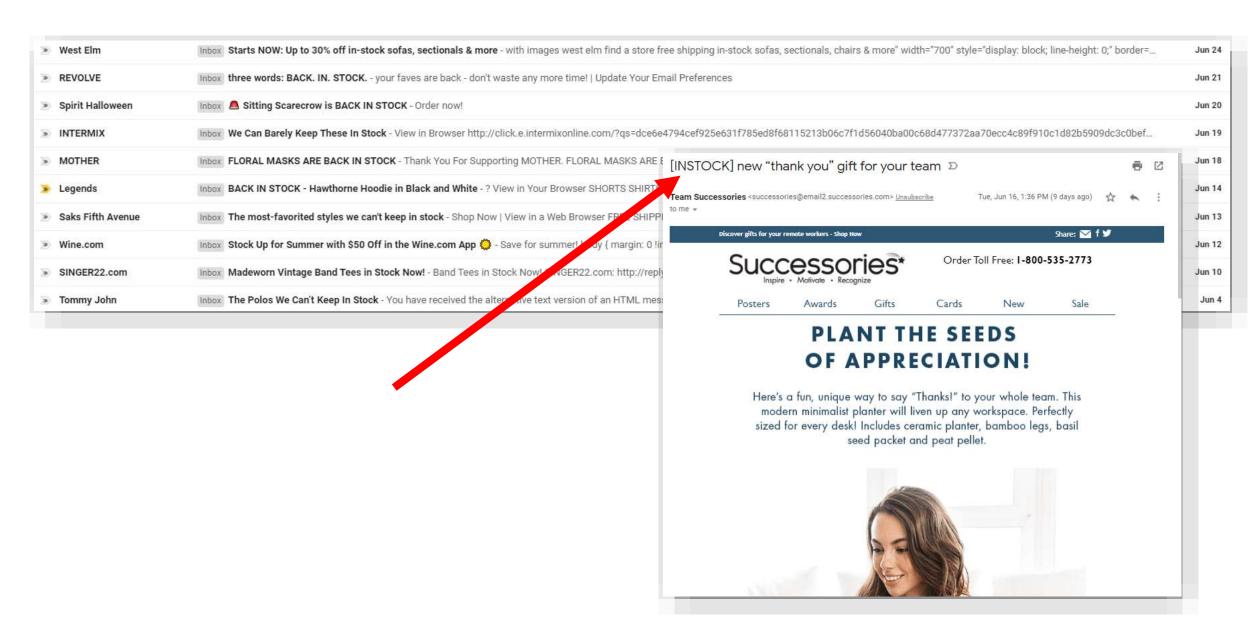
# This is SURGING in performance!



three words: BACK. IN. STOCK.

'IN STOCK' in the subject line is Boosting Open Rates 34% B2C and 41% B2B Last 30 Days











### NEW: IF YOU WANT UPDATED 2020 CALENDAR PLEASE EMAIL ME



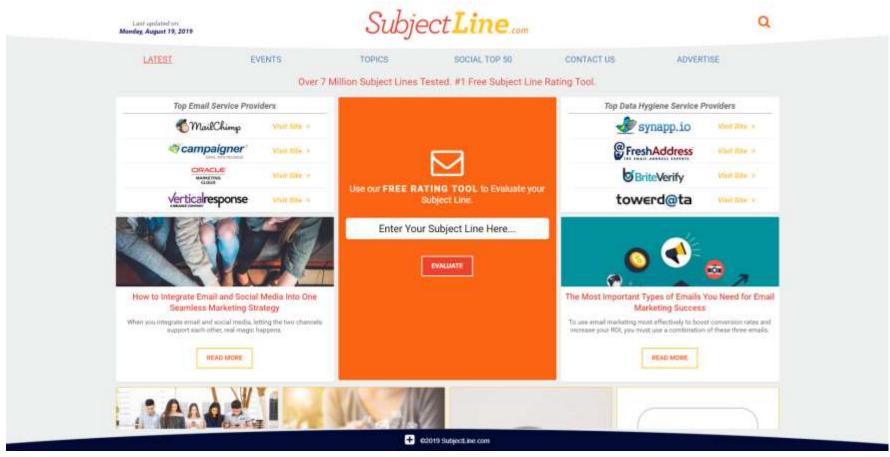
Email Marketing
Calendar:
Best and Worst Days to Send
B2B and B2C Versions
[UPDATED DUE TO
SITUATION]

For Calendar: JayS@CorpWD.com

@Worldata



### Subject Line.com



Over 7 million Subject Lines Checked And It's FREE!

## Thank You! Stay Safe!

For Calendar: JayS@CorpWD.com

