





Supercharge Your Chamber's Email Marketing Efforts

Doing it right. Right from the git go

Welcome



Mike Bitter
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Mike@asmomaha.com

Questions after the event?

Facebook.com/asmomaha



Grow with Constant Contact

Get results fast, with affordable, easy-to-use engagement marketing tools and free coaching.





Email Marketing

Send personalized email newsletters and expand your audience with our list-building tools.



EventSpot

Manage your events online: send invites, create an event homepage, and promote registration.



Social Campaigns

Turn fans into customers with coupons, downloads, and contest on Facebook and get new likes and email sign-ups



Online Survey

Transform your communications into conversations with online surveys and polls.

www.asmemailmarketing.com

Agenda

- Keys to successful Email Marketing
- Increasing Open Rates
- Using graphics wisely
- Increase reach with attachments, videos, SM buttons
- Proven ways to grow your list
- Reading the story: Email analytics

Keys to Successful Email Marketing

Increase Your Open Rates

A Marketing Plan

Provides structure for the activities of public relations, promotion, and the other elements associated within the **marketing** process.

Generally, a **marketing** plan focuses on a particular product or service rather than the entire range of programs.

At its core, marketing is about eliciting a physical and measureable

RÉSPONSE



HOW MUCH IS ENOUGH LESS IS MORE. FOCUS.





EMAIL + SOCIAL you have to use both



amplify your email

drive traffic back to your list, email, etc.



http://lj.libraryjournal.com/2017/03/lj-in-print/mastering-marketing-library-promotion/

Powerful Email Marketing Made Simple

- Professionals use customizable templates.
 - Easy to customize to look like the business your customers know.
- Automatically send the right message at the right time.
 - Personalized welcome, birthday, and anniversary emails. Personalized emails build connections, and autoresponders makes it simple. Create a personalized email once, and set it to send automatically for triggers like birthdays, anniversarys, or a customer milestone.
 - Set a series of emails for your contact lists.
 Set it and forget it email marketing. When you add new contacts to your automated list, they'll start receiving a scheduled series of emails. Your audience stays engaged, and ready to take action.

Powerful Email Marketing Made Simple

Contact management, with less of the "management."

 Upload your <u>email list</u> from Excel, Gmail, Outlook, and more. CC handles the rest: unsubscribes, bounces, and inactive emails update automatically.

Get your message in front of more people

 Send and post your emails to your social networks (CC suggests captions and images) all at once. Use <u>email tracking tools</u> to see who's opening, clicking, and sharing your emails and social posts in real time, so you can plan your next steps.

Events, Coupons, Online Surveys

Give you the power to extend your marketing beyond the inbox.
 Start with email, and then connect with people to drive business in new ways; live events, trackable coupons, online surveys, and more.

Going Beyond the Inbox

- Autoresponders
- Surveys and Polls
- Donations
- Coupons
- Event Marketing

Going Beyond the Inbox

Automate emails

- <u>Autoresponders</u> keep you connected to customers without staying tethered to your computer. Put your marketing on autopilot when you set up targeted email series for similar contacts and schedule personalized communications—like birthday and anniversary emails—on a particular date to build stronger relationships.
- Conduct surveys
- Surveys and Polls make it easy to start two-way conversations with your contacts.
 Customize your questions and answers to learn what they're interested in and then target your messages accordingly. Add your logo and colors. Share through email and social media—then track results in real-time.
- Collect donations
- Online Donations can streamline your organization's fundraising efforts. Create a custom, mobile-friendly donation page with secure credit card processing, and collect donations instantly. Set fundraising goals, promote via email and social media, and track donations with real-time reporting.
- Offer coupons
- <u>Coupons</u> are a proven way to drive traffic, build loyalty, increase sales, and get new contacts. Create a mobile-responsive coupon—and share via email or social media—then track when it's claimed, shared, and redeemed. Incentivize sharing to drive referrals and find new customers.

•



The Chamber Leadership Event is a tremendous benefit that is FREE to our Chamber Membership. The Chamber Board sent out a survey asking you want training would benefit your associates and employees. The feedback - Customer Service!!

We want Customer Service to be the top priority in our community. You can help make this a reality by Inviting those who work for and with you to this well known speaker on Wednesday, August 9 at 7,00 cm at the Performing Arts Center.

Please print this off and use it as an invitation to your staff. We want to see you all there for this special occasion.

Rob Bell Video





Rob Bell

"Knock Your Socks Off Customer Service"

How to Exceed Customer and Organization Expectations

Please join us for this <u>Free</u> Community Leadership Event hosted for Area Businesses, Their Employees and Area High School Student Leaders

Wednesday, August 9th

7:00 pm

Central City Performing Arts Center

Join us at 5:00 pm for Refreshments and Area Jobs Fair!

Special Thanks To-Our Spansors







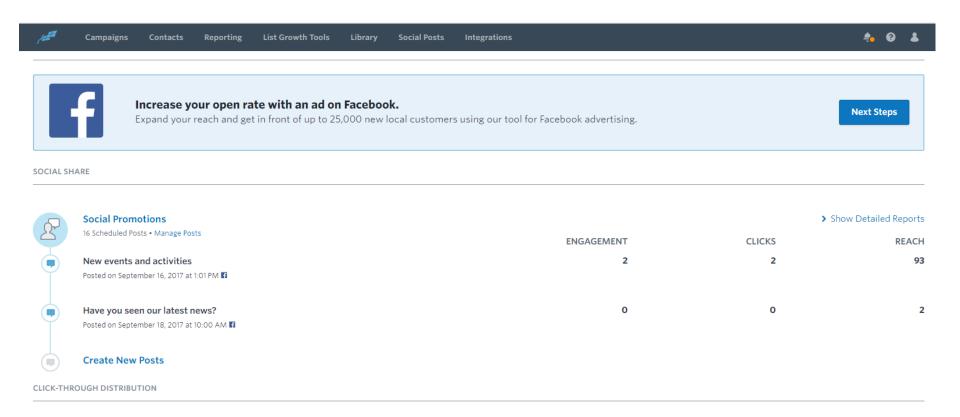


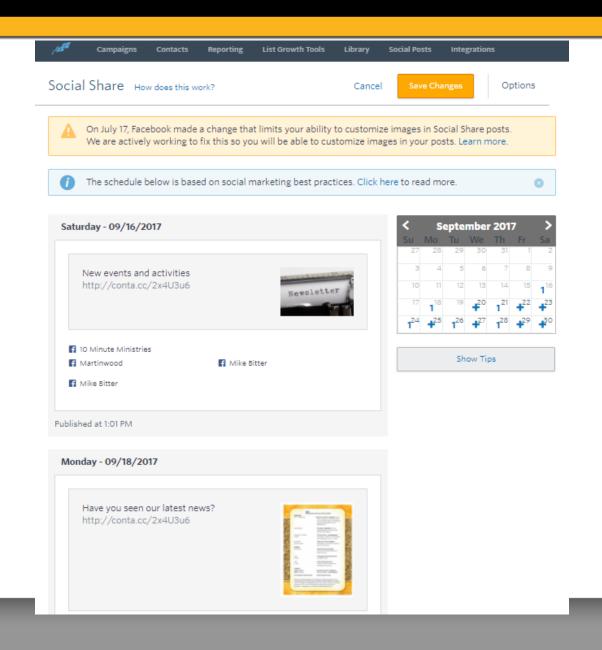




Roll Your Email Into Social Media

Greater Reach





EMAIL SEND INFORMATION



Preview

New events and activities

SENT on Sat, Sep 16, 2017 at 1:00 pm CDT

Lists Constant Contact, Copy of PTC Class Rosters 2017 fundraiser, Facebook Signups, General Interest, Healthcare Profess

From Name Mike and Ruth at Martinwood International

From Address martinwoodinternational@gmail.com

Reply-to Address martinwoodinternational@gmail.com

Email Link http://conta.cc/2x4U3u6



New events and activities

SENT on Sat, Sep 16, 2017 at 1:00 pm CDT

Lists Constant Contact, Copy of PTC Class Rosters 2017 fundraiser, Facebook Signups, General Interest, Healthcare Professionals, 7 More

From Name Mike and Ruth at Martinwood International

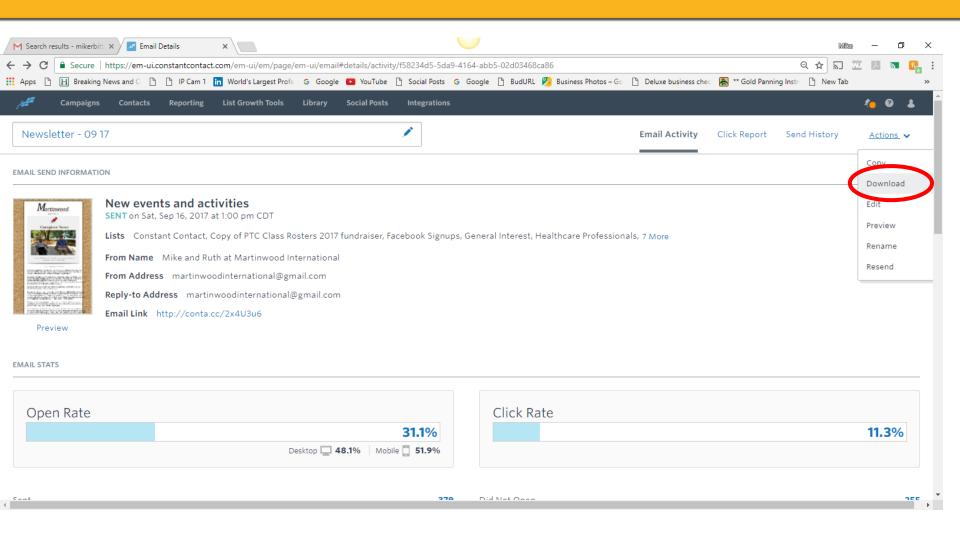
From Address martinwoodinternational@gmail.com

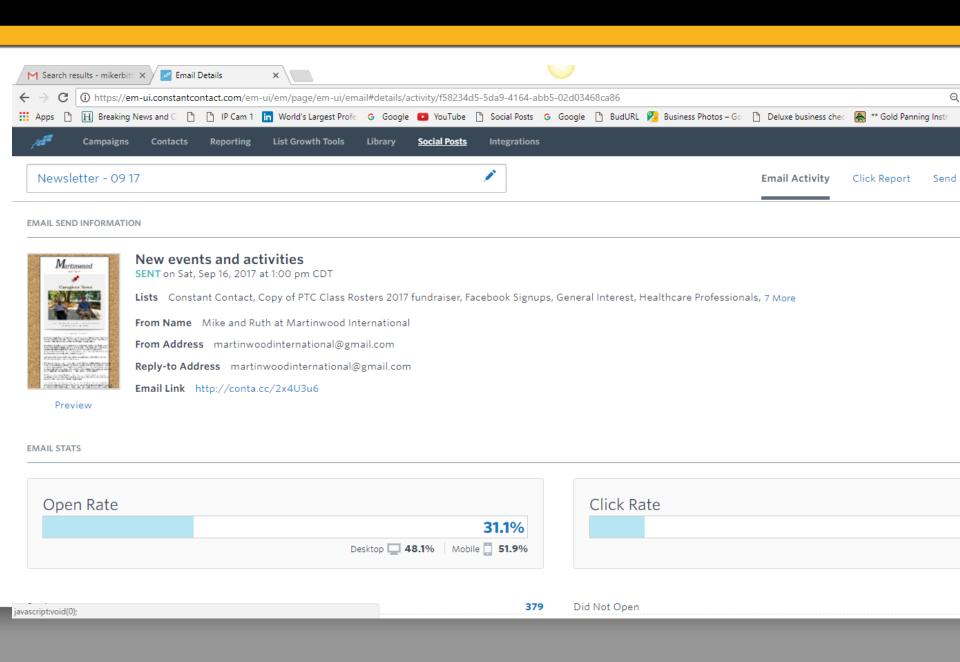
Reply-to Address martinwoodinternational@gmail.com

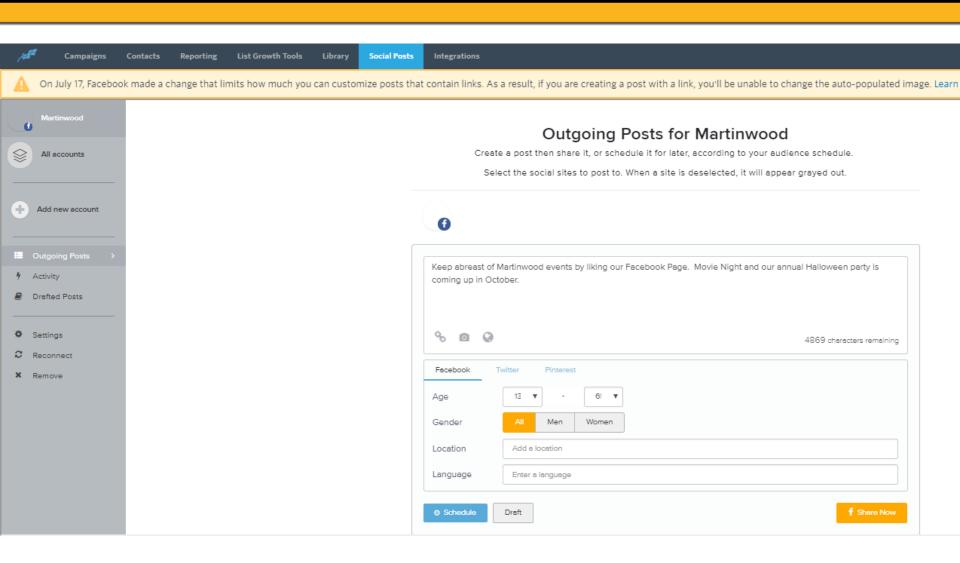
Email Link http://conta.cc/2x4U3u6

EMAIL STATS

Open Rate 31.1% Desktop 48.1% Mobile 51.9%	Click Rate	11.3%
Sent 379	Did Not Open	255
Bounces 9	Unsubscribed	7
Successful Deliveries 370	Spam Reports	0







Increase Traffic

Using Graphics, Attachments, Social Media Buttons, Colors, etc.

Demo Time

GROW YOUR DATABASE

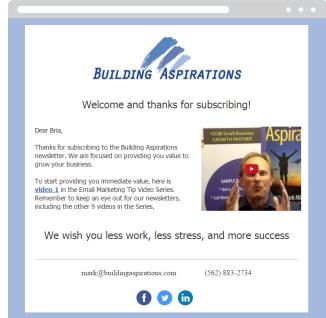


Growing your list is all about how and where you ask.

And yes, you have to.

Where to Ask: Everywhere you're online





Where to Ask: Everywhere else!



Events

Unchecked box





QR codes

Fishbowl





Sidewalk signs

But really, just ask.

Sign Up Sheet

- 1. Checkout
- 2. Counter
- 3. Ask for it
- 4. Phone too

Sign up to receive our Valuable e-Bulletins and get special coupons and notifications about upcoming events delivered directly to your inbox. You will only receive one or two e-bulletins per month so don't wait.			
NAME	EMAIL		
Please Print	Please Print		
115455 1 1111	T TOUGHT TIME		

Enter to WIN!!

- 1.8 Up
- 2. 4 cuts
- 3. Cardboard
- 4. Stack #s



Enter to Win!

Each month we have a drawing from our mailing list for a Bronco's meal. To enter our contest fill out the form below and put it in the fishbowl on the counter or give it to your cashier. Winners will be notified by email.

Name:			
Email Address:			



Name:

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Fmail Address:		



Name

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Email Address:		



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Email Address	3:			



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Name:		
Email Address:		

Email Analytics

Reading the Story



OPENS

- Gauge interest
- Determine best day/time





30% Open rate

48% Your Average Increase this

Compare against your industry Select an industry

98 C	ontacts Select contacts to or	ganize Displa	y: Unique Opens 🔻
	Name	Email	Date/Time (EDT)
Nov	ember 2015		
	Sausser, Julanne	jsausser@ecopartnersinc.com	11/12/2015 8:36pm
July	2015		
	Macara, Crystal	crystal.macara@theshoesalon.com	7/3/2015 9:19pm
June	e 2015		
	Egg, Christine	ceggertx2@gmail.com	6/16/2015 10:22pm
May	2015		
	Nicholson, Jenny	jnicholson@peo.net	5/21/2015 7:26am
Mar	ch 2015		
	Grant, Marsha	mgrant@marincounty.org	3/2/2015 7:24pm
Feb	ruary 2015		
	Lehman, Jan	janl@standalelumber.com	2/21/2015 2:30pm
	Bellows, Marjorie	accounting@mcintoshporis.com	2/20/2015 3:55pm



CLICK-THROUGHS

- Measure success
- Identify engaged readers



78
Unique Clicks

8% Click-through rate

54% Your Average Increase this

Compare against your industry Select an industry

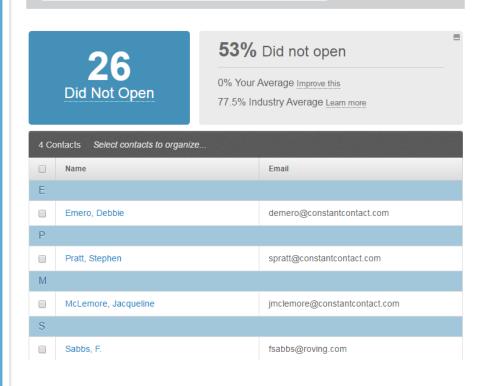
3 URLs		Display: By URL
Link URL \$	Unique Clicks	Distribution
http://archive.constantcontact.c om/fs178/1112916544430/archi ve/1119910616489.html	1	1%
http://archive.constantcontact.c om/fs178/1112916544430/archi ve/1119910680363.html	3	4%
http://archive.constantcontact.c om/fs178/1112916544430/archi ve/1119917040606.html	74	95%



DID NOT OPENS

- Re-engage audience
- Test new methods



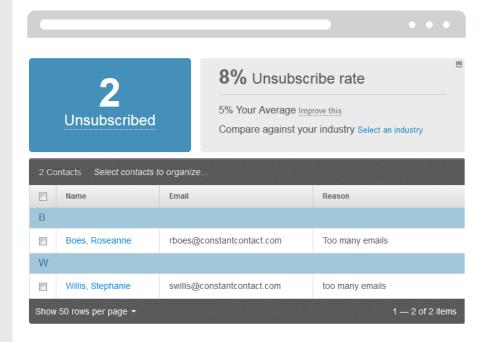




OPT-OUTS

- Collect feedback
- Adjust mailing strategy







BOUNCES

- Identify "bad" addresses
- Maintain clean lists





4% Bounce rate

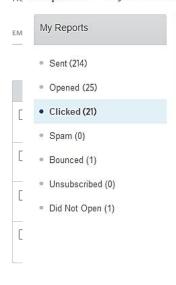
18% Your Average

How do I reduce future bounces?

6 Selected 8 Remove Emails Manage Tags Recommended for removal ▼ Name Reason Email Kasper, Jason Undeliverable ikasper@platinumstategies.com Schoen, Max Non-existent maxecoen18@gmail.com Gardner, Angie Non-existent agardner@kingeryandcompany.com Fletcher, Sharonf Undeliverable sfletcher@collgeparkmd.gov Burkhart, BJ Non-existent bburkhar@mpvre.com Patterson, Diane Non-existent dpatterson@briganteinc.com 1 — 6 of 6 items Show 50 rows per page ▼

Spotlight on the "click-through"

R∈ Reports > My Email Campaign



21
Unique Clicks
What gets the most clicks?

10% Click-through rate

7% Your Average Increase this

Compare against your industry Select an industry

4 URLs Display: By URL				
Link URL \$	Unique Clicks	Distribution		
http://www.pinterest.com/mind bodyonline/	2	9%		
https://www.facebook.com/pag es/Half-Moon-Yoga- Studio/223262421217335	4	19%		
https://www.mindbodyonline.co m/online-booking	12	57%		
https://www.youtube.com/user/ MINDBODYonline	3	14%		

View the "clickers"

Reports > My Email Campaign

My Reports

- Sent (214)
- Opened (25)
- Clicked (21)
- Spam (0)
- Bounced (1)
- Unsubscribed (0)
- Did Not Open (1)

12 Unique Clicks what gets the most clicks?

10% Click-through rate

54% Your Average Increase this

Compare against your industry Select an industry

74 (74 Click-Throughs Select contacts to organize					
	Name	Email	Date/Time (EDT)			
Feb	February 2015					
	Reid, Suzanne	suzanne.reid@ubymca.org	2/2/2015 1:03pm			
	Morgan, Jessica	jessica@senfinancial.com	2/2/2015 10:40am			
	Hubbard, Karen	khubbard@georgiaeyeassociates.com	2/2/2015 8:45am			
	Siewert, Shari	shari@discovertheworld.org	2/2/2015 2:50am			
January 2015						
	Grant, Marsha	mgrant@marincounty.org	1/30/2015 7:37pm			
	peterson, rose	rose.p@comcast.net	1/30/2015 11:11am			
	Pemberton, Joyce	jpemberton@granitestatedev.com	1/30/2015 10:47am			
	Kolander, Dawnn	d.kolander@neopost.com	1/30/2015 10:46am			
	McInnis, Rose Marie	gjkt@kingfishtournament.com	1/30/2015 10:42am			
	Hansen, Tonja	pr@lifelinechiropracticpa.com	1/30/2015 9:23am			
	Liu, Dandy	dandy.liu@bayatgroup.com	1/29/2015 8:02pm			
	Crozier Bev	parabevlegal@hotmail.com	1/29/2015 7:14pm			

Target based on interest

Reports > My Email Campaign

My Reports

Sent (214)

Opened (25)

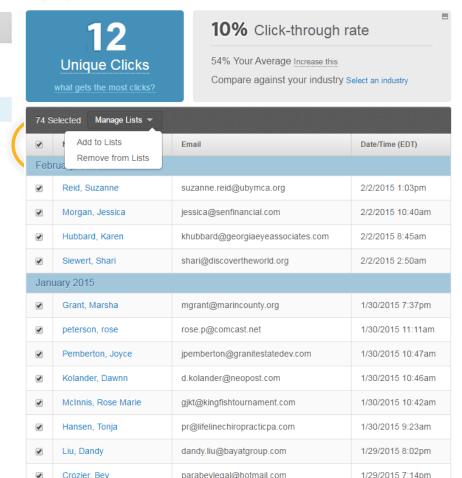
Clicked (21)

Bounced (1)

Unsubscribed (0)

Did Not Open (1)

Spam (0)





A partnership that works

Constant Contact has partnered with Chambers of Commerce to provide you, and your members, effective marketing tools that work. From email marketing to event management to social sharing and more, your Chamber will receive FREE access to our entire suite of award winning tools, and your members will see big discounts too!

Powering Your Chamber to Be More Effective:

- Complimentary Constant Contact account for up to 5,000 contacts valued at \$1,020 annually
- · Event, survey, and social marketing tools
- · Custom branded email templates
- · Professional support and advice from our award winning coaches and local marketing experts
- · Access to certified speakers for your small business marketing events
- · Training to help you drive results
- Monthly product and email marketing strategy best practice webinars for new chamber employees
- Monthly webinars designed to help you increase member interaction and engage with potential members

Benefits to Your Members Include:

- . Up to 25% off Constant Contact's powerful and easy tools
- · In-person educational workshops and online training designed to help your members increase
- . Free support for those members that need help with Constant Contact or with their marketing

Easy Program Requirements:

As a partner in our program, you will need to complete two marketing activities each quarter in exchange for the complimentary Constant Contact account and program benefits:

- Send a quarterly Constant Contact campaign to your members. Constant Contact will provide you with the copy and the design. All you have to do is press send. AND
- · Choose one of the following marketing activities:
 - · Host an in-person workshop on email/online marketing
 - Run an email campaign
 - · Run a direct mail campaign
 - Add Constant Contact materials to new member packets
 - · Add a co-branded link on your website

Get started today!

Apply Now

Questions? Call us at 855-854-8609.



Price based on list size.

How many email contacts do you have?

List Size	Monthly		6-mo. Prepaid	12-mo. Prepaid	
0-500	\$20	/mo. after free trial	\$18.00 (10% off)	\$17.00 (15% off)	
501-2,500	§45	/mo. after free trial	\$40.50 (10% off)	\$38.25 (15% off)	
2,501- 5,000	§65	/mo. after free trial	\$58.50 (10% off)	\$55.25 (15% off)	
5,001- 10,000	§95	/mo. after free trial	\$85.50 (10% off)	\$80.75 (15% off)	
10,000+ List over 10,000? Call and we'll help 855-225-1276					
Are you a nonprofit? ⓐ					
Buy Now—get your first month at \$20					



Price based on list size.

How many email contacts do you have?

List Size	Monthly	6-mo. Prepaid	12-mo. Prepaid		
0-500	\$45 /mo. after free trial	\$40.50 (10% off)	\$38.25 (15% off)		
501-2,500	\$70 /mo. after free trial	\$63.00 (10% off)	\$59.50 (15% off)		
2,501- 5,000	\$95 /mo. after free trial	\$85.50 (10% off)	\$80.75 (15% off)		
5,001- 10,000	\$125 /mo. after free trial	\$112.50 (10% off)	\$106.25 (15% off)		
10,000+ List over 10,000? Call and we'll help 855-225-1276					
Are you a nonprofit? (i)					
Buy Now—get your first month at \$45					

SMART TECHNIQUES



- Text links get more clicks than buttons
- Place your logo left or center in email
- Include company name in text
- Key action must be above scroll line

- Do not give too many choices
- Make all images clickable (and with text labels)

test it on yourself!
(and on your mobile device)

Wrap Up

- Watch analytics/increase all rates
- Use graphics to market
- Get readers' attention
- Test colors, blocks, content, etc.
- Build, build, build

FREE Resources





Get Started!

Log In



What are you waiting for? Pull the lever!

We'll help you get started...and successful...at building

What's Inside:

Social Media 101 (4 chapters)

Facebook (18 chapters)

Twitter (17 chapters)

LinkedIn (14 chapters)

Blogging (3 chapters)

YouTube (9 chapters)

Ratings and Reviews

(6 chapters)

Location-Based Services

(7 chapters)

QR Codes (3 chapters)

Email Plus Social Media Marketing (4 chapters)

www.SocialQuickStarter.com

Questions?



- Mike Bitter
- Affordable Social Media, Inc.
 - Mike@ASMOmaha.com
 - · (402) 212-1245