

Think with **Google**

# Be there for your customers with Google

A guide for retailers and brands in 2021



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## Reach customers as they browse

Every day, hundreds of millions of people turn to Google to find, discover, and shop for what they care about. Find out how to be there when they do.

2

## Engage customers as they research

Reach new potential customers who are in the market for products like yours, and learn how to better connect with them in moments of evaluation.

3

## Convert customers looking to purchase

Drive more sales by providing a seamless shopping experience wherever they prefer to shop — online or in-store.

4

## Be ready to drive sales during the holidays

Last year was online retail's biggest ever festive season. Plan early for a digital-first shopping season this year, too.

In 2020, disruptions to the retail industry caused a seismic shift in consumer shopping behaviours, many of which have continued. **In Q4, retail searches grew at a rate over 3X higher than the same time last year**, signifying a major shift to digital. Rapidly changing societal norms are also making the path to purchase increasingly complex, as customers combine online and in-store shopping experiences in new ways.

In this guide, you'll learn how Google can help retailers and brands connect with customers throughout these new journeys to drive more sales. We've collected the most useful tools, product recommendations, and consumer insights to help you achieve your business and marketing objectives. Whether you're looking to optimise your existing marketing mix or making a game plan for the festive season, this guide has you covered.

**Wherever the journey takes your customer, meet them there with Google.**



**Bill Ready**  
President,  
Commerce

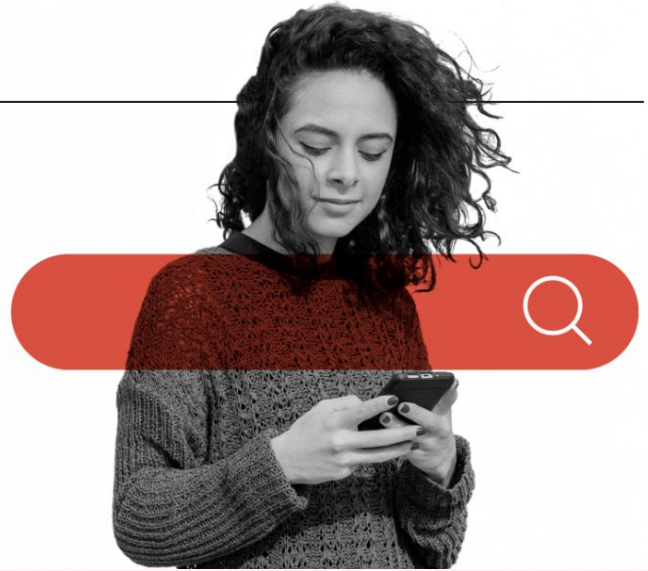


## Section 1

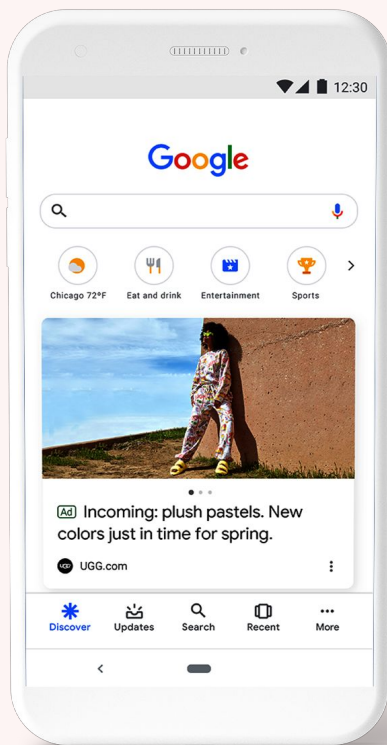
# Reach customers as they browse

**1** Reach customers as they browse

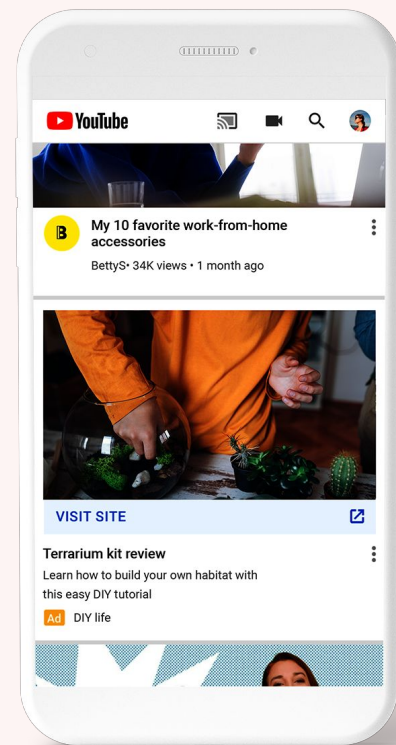
As customers browse,  
they pick up brand and  
product information



Whether it's scrolling through  
interesting topics on Discover...



...or watching product  
reviews on YouTube.



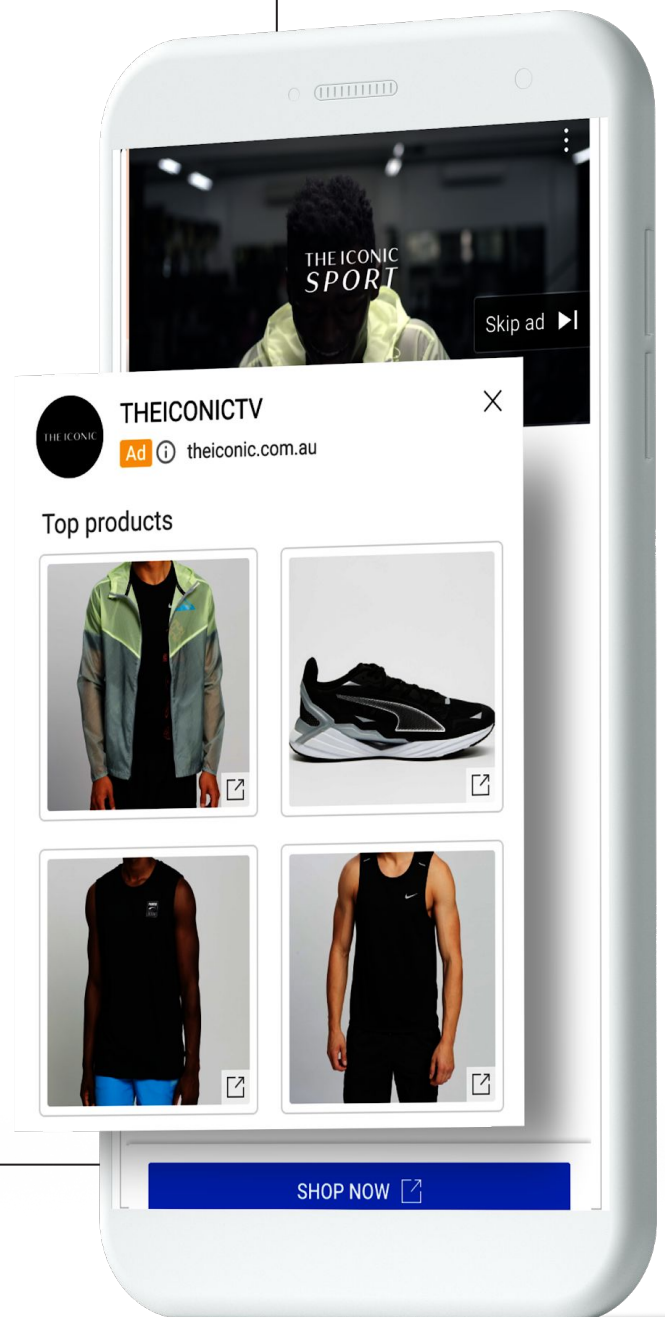
**81% of consumers in surveyed countries  
across the globe say they've discovered  
new brands online during COVID-19.<sup>1</sup>**

# Connect with potential customers and inspire action with video

YouTube has evolved from a singular entertainment destination to a place where people come to learn, stream, and inspire their next purchase. When watching videos, customers can shift from passive browsing to active shopping when they come across a product that interests them and motivates them to learn more.

YouTube is a great tool to **build awareness** and inspire people to **take the action** that matters to your business.

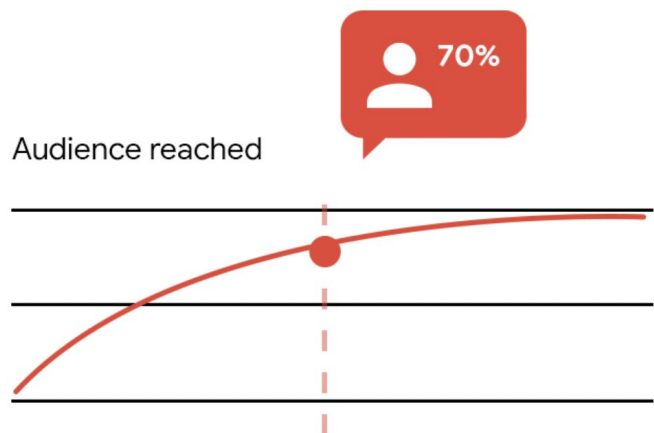
You can even transform your video ad into a digital shopfront by complementing your **Video action campaigns** with a browsable product feed that encourages clicks and conversions.



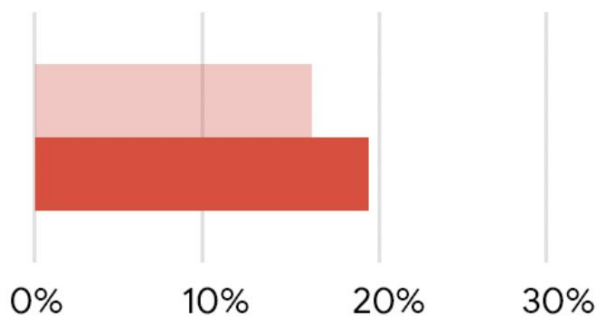
# Measure the right metrics and optimise for success

Google tools can help you determine the best YouTube strategy, measure the right goals, and uncover insights to continually optimise your campaigns.

Before you get started, [Reach Planner](#) can help you achieve your marketing objectives by showing you which audiences and video ads will be most effective for your business.



Overall brand ad recall lift



After launch, [Brand Lift](#) can show you how your campaign influenced people's feelings about your product with ad recall, brand awareness, and consideration metrics.

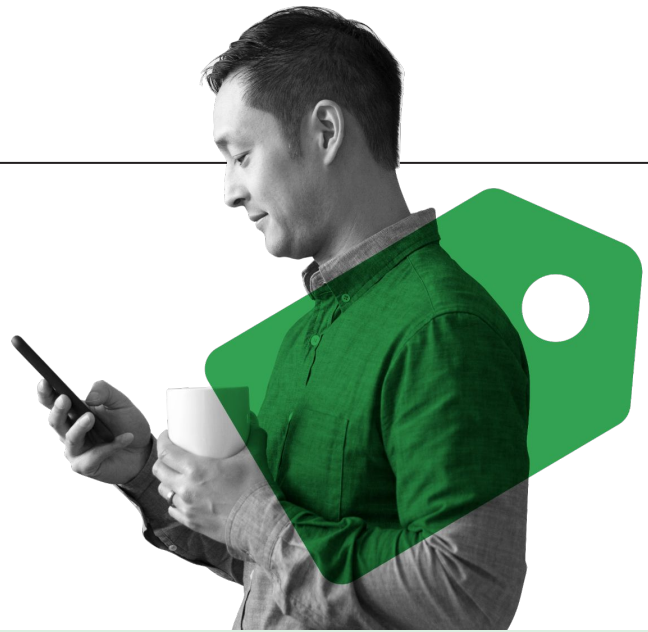


## Section 2

# Engage customers as they research

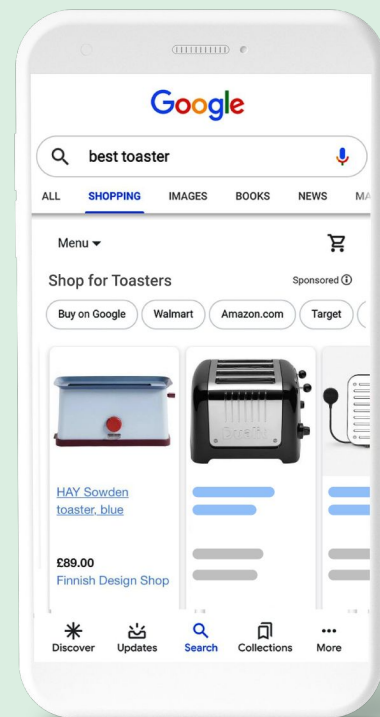
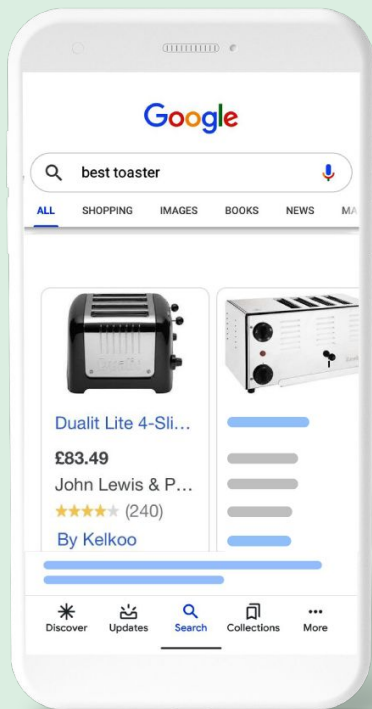


# Customers research products on Google before buying



Shoppers turn to Google to find out which product is best in its category...

...compare prices, look for sales, and check out the latest reviews.



More than half of consumers in surveyed countries say they use Search to research their in-store purchases.<sup>2</sup>

# Be the answer when they search

Shoppers don't always have a specific product in mind when they search the category they're interested in.

**For example, mobile searches for “best affordable” have grown 60% globally year on year.<sup>3</sup>**

When that happens, [responsive search ads](#) can put your product in the spotlight with a flexible and personalised ad that's relevant to the shopper.



popular children's toys

popular children's toys **2020**

popular children's toys **near me**

popular children's toys **for girls**

popular children's toys **for boys**

popular children's toys **in the '80s**

popular children's toys **stores**

popular children's toys **shopping**



## Success story

To expand its footprint in the gaming market, Dell tested responsive search ads for its brand Alienware. Dell was able to reach new shoppers as they researched across Google, **driving 25% more clicks and conversions.**

# Drive demand with “window shoppers” on Google’s feeds

91% of Google feed users say they took some kind of shopping or product-related action immediately after discovering new products, services, or brands on their feed.<sup>4</sup>

Engage these shoppers as they explore content on [Discover](#), watch videos on YouTube, or look for seasonal deals in Gmail.

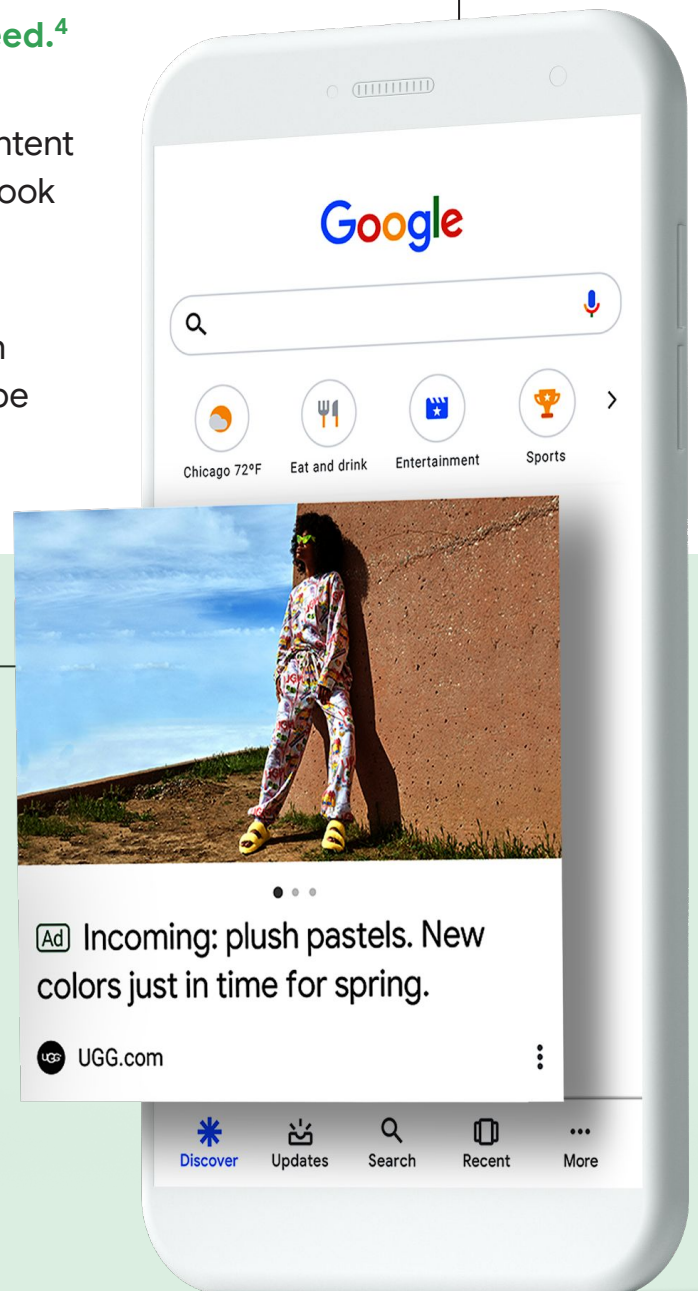
[Discovery ads](#) help you reach up to 3 billion people on feeds across Google and YouTube with a single campaign.\*



## Best practices

**Keep it simple:** Images without overlaid text drive 9% more click-throughs on average.<sup>5</sup>

**Pair it with Search:** On average, Search advertisers who add Discovery ads see 12% more conversions.<sup>6</sup>



# Find customers looking for products like yours

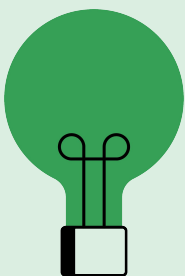
To reach new customers, choose the right [audience solution](#) for your ad campaigns.

To create awareness from potential new customers, use **affinity audiences**. This helps you reach people based on their interests, passions, and habits.

To build consideration from people with demonstrated intent, use **in-market audiences**. This helps you show ads to people who have been searching for products and services like yours.



To drive action from existing and new customers, use a combination of **Customer Match** and **similar audiences**. Customer Match lets you upload your first-party data, like loyalty information, to engage with your existing customers across the web. Similar audiences then helps you find new customers with similar interests to people in these existing audience lists.



## Tip

Customer Match can help you cross-sell or reactivate existing customers with special offers and messaging. Learn more with our [best-practice guide](#).

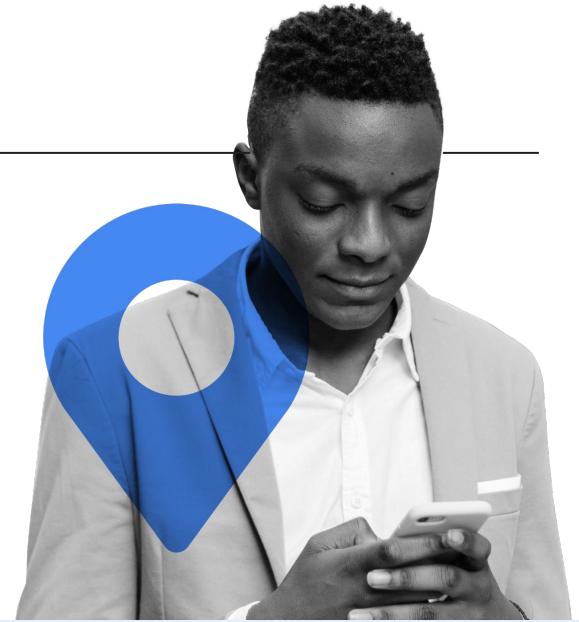


### Section 3

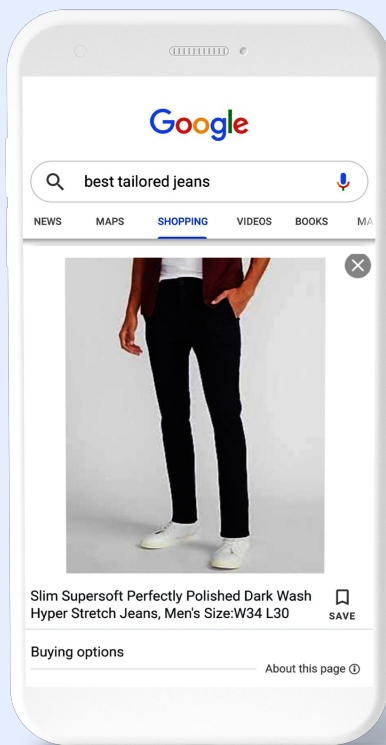
# Convert customers looking to purchase

### 3 Convert customers looking to purchase

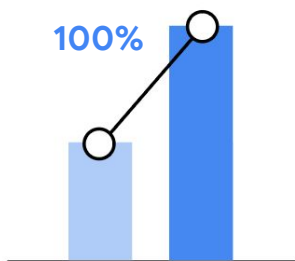
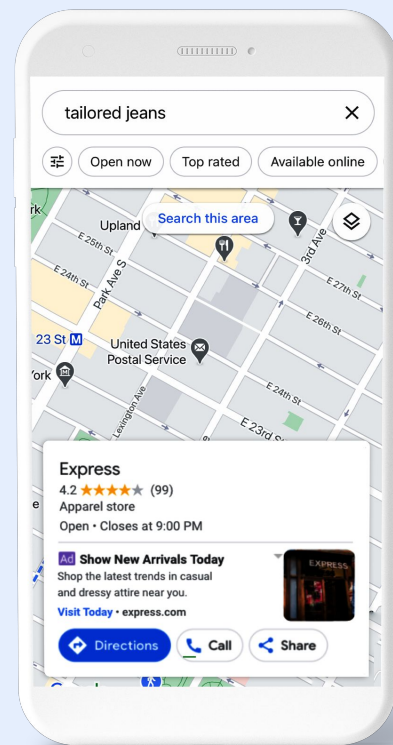
Customers expect to be able to shop wherever meets their needs



They want to be able to buy a product online as soon as they find it...



...or see if a local store has stock available for collection today.



Searches for “available near me” have grown globally by more than 100% in the past year.<sup>7</sup>

# Create a frictionless online shopping experience

Your website is your digital shopfront, so it's important to deliver a fast, seamless, and personal experience to your customers. Every second counts — in fact, a **0.1 second decrease in page load time can boost your conversion rate by 8%**.<sup>8</sup>

Use [Grow My Store](#) for a quick and free evaluation of your entire retail site, including:

1

## Site benchmarking:

See how your site stacks up against retailers in your sector. For developer-friendly tips on boosting site speed, use [Test My Site](#).

2

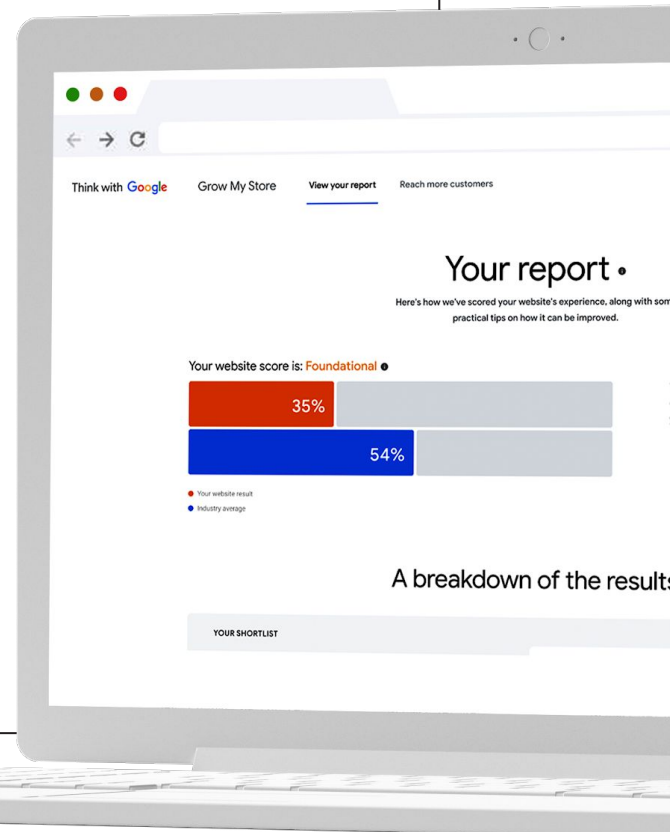
## Recommendations:

Learn how to upgrade your website experience to keep customers coming back.

3

## Tailored insights:

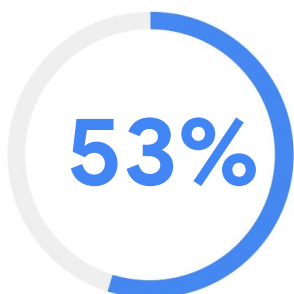
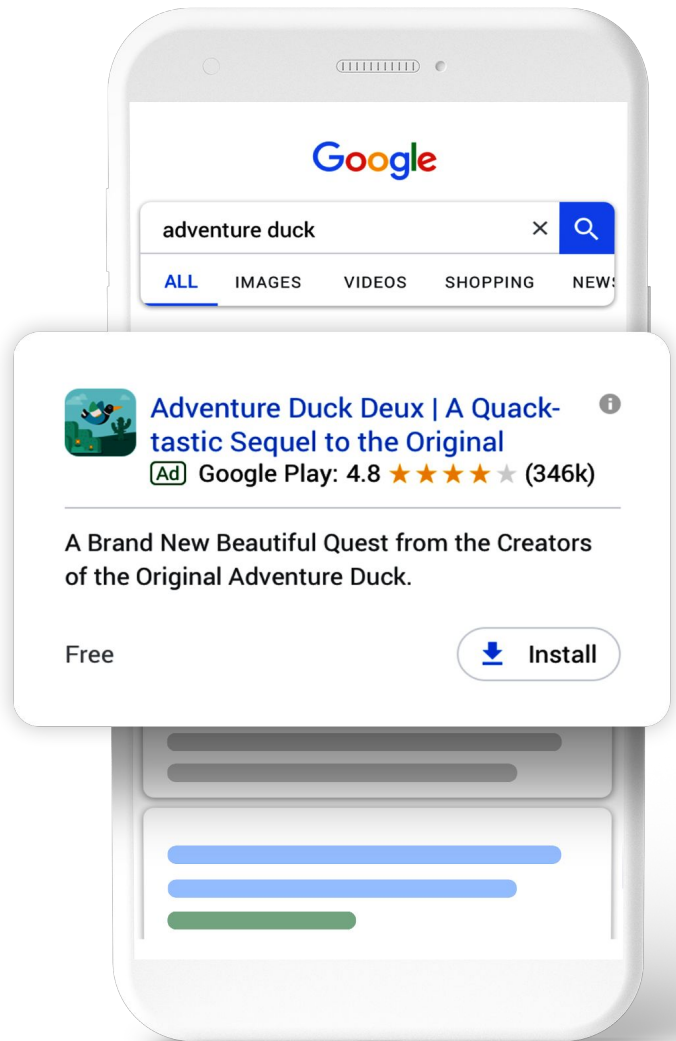
Access personalised market and consumer trends to reach new customers.



## Engage mobile shoppers

Today, more people than ever are turning towards mobile to fulfil their needs. Reach these shoppers with [App campaigns](#) and encourage them to make a mobile purchase or take another action like installing your app.

To maximise sales, you can optimise your ads to drive [in-app value](#) and measure return on ad spend. If a customer already has your app, you can re-engage them and direct them to the right page through [deep-linking](#) your ads.



**53% of shoppers expect to be able to make a purchase on their smartphone from any brand or company with a site or app.<sup>9</sup>**

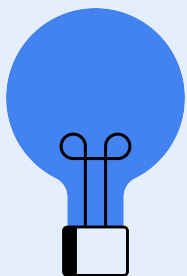
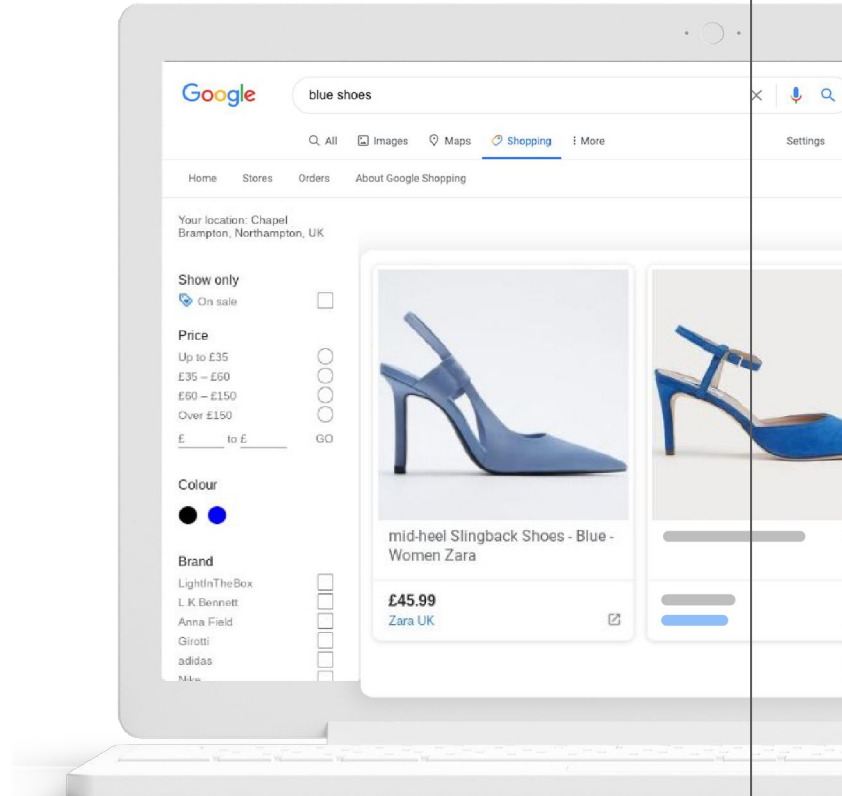


# Showcase your products free on Google

Every day, hundreds of millions of people come to Google for their shopping needs, and now you can [list your products](#) in the Shopping tab on Search for free.

If you already use Google ads, these listings are a great way to boost your exposure. And if you're new to Google, syncing your product feed from sites like [Shopify](#) to Merchant Center will make it easier for your products to [appear in relevant search results](#).

You'll also be able to compare [performance reporting](#) across your ads and free listings in Merchant Center.



## Tip

When uploading a product, make sure to include its **Global Trade Item Number (GTIN)**. This helps us make your ad or unpaid listing richer and easier for users to find.

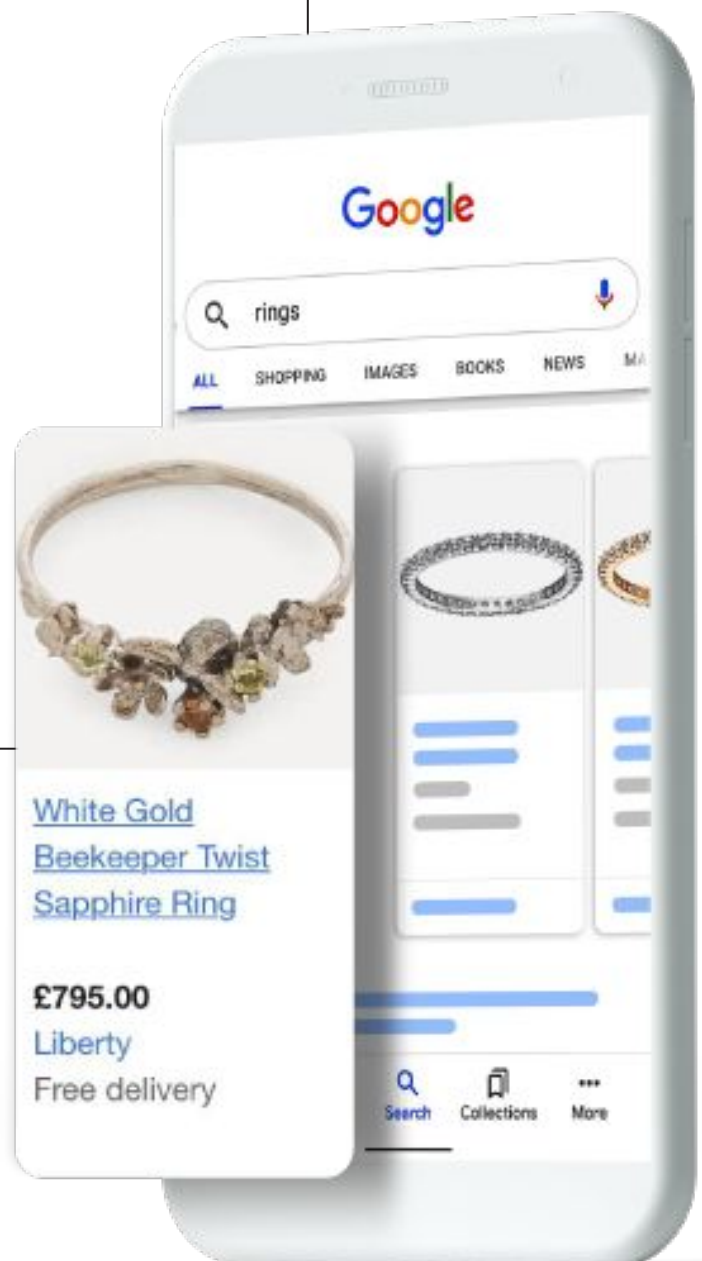
# Reach new customers and deal-seekers across the web

People shop across multiple Google surfaces, like Search, YouTube, Gmail, and the Shopping tab. [Smart Shopping campaigns](#) provide access to all of this inventory through automated bidding and placements, enabling you to promote your products to the right customer at the right time.

Adding [promotions](#) to your free listings or ads in Merchant Center can also help boost click-through rates and increase conversions.

**On average, advertisers see more than a 30% increase in conversion value when using Smart Shopping campaigns.<sup>10</sup>**

\*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.

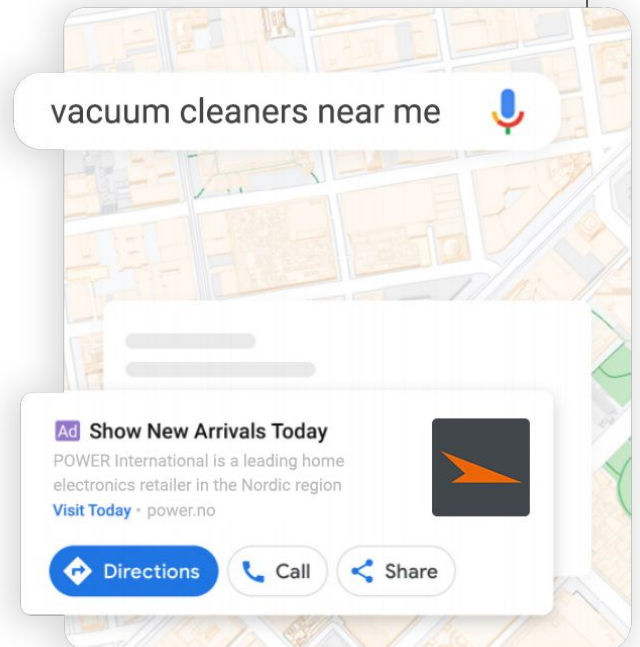


# Increase store visits by promoting in-store items

Shoppers often use Google to check product and business information online before going in-store, so it's important to keep your [Business profile](#) updated. Let customers know if you offer delivery, collection, or in-store shopping.

To showcase your in-store products to nearby shoppers on Google, you can use [Local inventory ads](#). You can also promote products available for in-store collection.

[Local campaigns](#) are another way to bring people to your stores by promoting your locations to shoppers searching on Google Maps, Search, YouTube, and the Google Display Network. You can highlight special promotions and important business changes on a store-by-store basis.



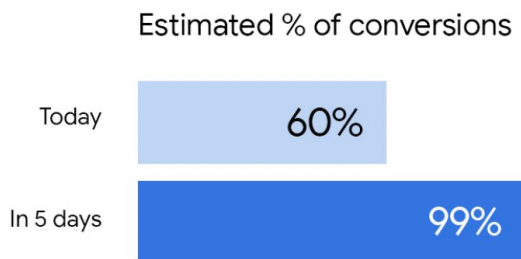
## Success story

POWER, an electronics retailer in the Nordics, increased store visits by 30% after adding products to their Local campaigns and showing customers the products available at stores near them.

# Optimise campaigns with insights and measure omnichannel performance

Set up your campaigns for success by uncovering the right insights and optimising for the right marketing objectives.

[Performance Planner](#) can help you forecast your Search and Shopping campaigns to optimise for seasonal opportunities.



To get a better view of total revenue and return on ad spend, make sure you're measuring in-store sales by assigning a value to store visits in Google Ads. To maximise online sales and in-store visits from your digital ads, use [Smart bidding for shop visits](#).



## Best practice

Before you start, check the [best-sellers report](#) for the most popular brands and products across Shopping ads. The [price competitiveness report](#) can also help inform your pricing strategy by revealing the price point at which shoppers click on ads.



## Section 4

# Be ready to drive sales during the holidays

## Festive highlights from 2020

**Last year, retail had its biggest peak season ever, with global digital sales growing by 50% to \$1.1 trillion.<sup>11</sup>**

Digital played a critical role in the shopping journey, even in stores, with more customers choosing to start their Christmas shopping earlier.

**1** 47% of British Christmas shoppers say they made more purchases online last Christmas season than in previous years.<sup>12</sup>

**2** 70% of British Christmas shoppers are open to purchasing from retailers they haven't bought from before.<sup>13</sup>

**3** Christmas shopping was done earlier, as cyber days became cyber weeks. More Britons said they liked to get most of their Christmas shopping done early in the season than previously.<sup>14</sup>



## Be ready for the holidays

1

### Be visible

Show up and inspire customers right across the funnel, from discovery moments to providing clear information about products and offers.

2

### Take a stand

Make your stance on key issues clear — and find authentic ways to follow up — as shoppers' values increasingly underpin their choices.

3

### Start early

Upload your products and offers sooner, as price-conscious shoppers begin seeking the best deals earlier in the season.

4

### Be flexible

Focus on creating frictionless experiences and exceeding customer expectations, from app functionality to a range of delivery options.

5

### Embrace change

Prepare for rapid, short-term shifts in demand with automated tools. The baseline of digital maturity has risen — with automation key for growth.

## Sources

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5. Google Internal Data: An Unskippable Labs analysis of 27K images, 22K headlines and 27K descriptions used by Auto, CPG and Retail advertisers, January 2019–September 2020).
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9. Google-commissioned Ipsos COVID-19 tracker, US, CA, UK, FR, DE, IT, AU, JP, RU, IN, CN, BR, MX, ES, ZA, KR Online 18+ smartphone users varying by market ~n=840-1,000 online consumers 18+ per market May 28-31.
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12. Google/Ipsos, Holiday Shopping Study, November 2020–January 2021, online survey, UK, n=3,952 Christmas purchases (online Britons 18+ who shopped for Christmas in the past two days).
13. Google/Ipsos, Holiday Shopping Study, November 2020–January 2021, online survey, UK, n=3,150 (online Britons 18+ who shopped for Christmas in the past two days).
14. Google/Ipsos, Holiday Shopping Study, November 2020–January 2021, online survey, UK, n=3,150 (online Britons 18+ who shopped for Christmas in the past two days).