### "Selling on Amazon" Webinar





#### Introduction

### How to increase my sales?



No magic trick sadly, but <u>work</u> across several areas can help you get there...

Product Listing quality

Pricing

Seller Performance metrics

Delivery experience

Customer experience

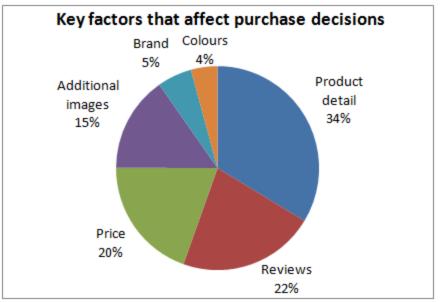
Sell internationally

Tools

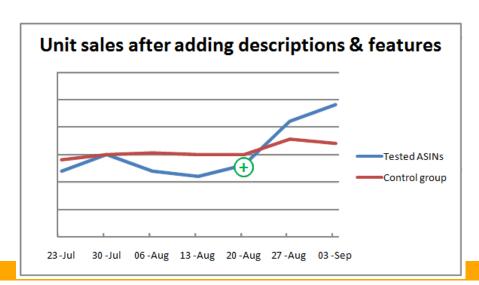
### Agenda

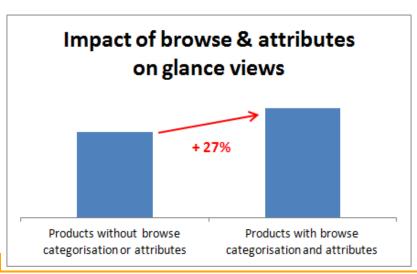
- Optimizing the quality of your listings
- Increasing your chances of winning the Buy Box
- Expanding your horizon
- Introduction to Fulfilment by Amazon
- Q&A
- References

## Optimising the quality of your listings – why should you bother?



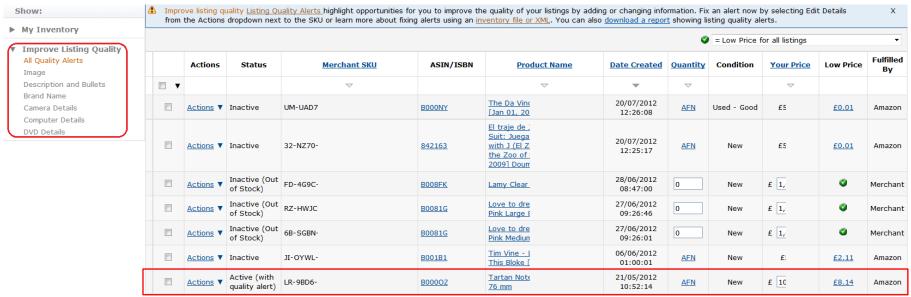
Amazon Customer Experience Study





## Optimising the quality of your listings: Listing alerts

 Improve Listing Quality: complete product pages which are missing key information affecting the buyers' purchasing decisions.



- In these fields, provide only information regarding the product in general, not your particular item or commercial offer.
- Product detail pages may be used by any other seller to list the same product.
- Videos, Images and complex HTML, are currently not possible in Descriptions. But the basic tags (<P>, </BR>, <B>,<UL>, <LI>, <U>) are allowed.

## Optimising the quality of your listings: Product images

#### Do's and Don'ts

#### Good main images:



- Clear images of main item only
- ✓ On white background

#### Bad main images:



- Text, logos, and inset images are not allowed
- Multiple shots of the same product are not allowed



- The main image should have a white background
- Main images shouldn't show items not included with the product, or people

These are OK as other images, but not as the main image

## Optimising the quality of your listings: Product titles and bullet points

#### Do's and Don'ts

#### Good product titles:

Toshiba 32BV501B 32-inch Widescreen HD Ready LCD TV with Freeview

Pampers New Baby Size 1 (4-11 lbs/2-5 kg) Nappies - 2 x Economy Packs of 54 (108 Nappies)

Acer Aspire 5742Z 15.6 inch Laptop (Intel Pentium P6200 Processor, 6 GB RAM, 640 GB HDD, DVD-Super Multi DL drive, Windows 7 Home Premium 64-bit) – Black

TASSIMO Kenco Colombian Coffee 16 T DISCs (Pack of 5, Total 80 T DISCs)

- √ Factual descriptions of items
- ✓ Include key features

#### Good bullet points:

- Compact charger dock for iPhone/iPod
- LCD clock display
- Sleek matte finish
- FM radio built in
- · Aux in, for any 3.5mm jack device
- Key features clearly described

#### A bad product title:

16 Compatible T0711 Black Epson Ink Cartridge for Epson Stylus B40w BX300f BX310fn BX410 BX510 BX600fw BX610fw D78 D92 D120 DX400 DX4000 DX4050 DX4400 DX 4400 DX4450 DX5000 DX5050 DX6000 DX6050 DX7000f DX7400 DX7450 DX8400 DX8450 DX9400f S20 S21 SX100 SX105 SX110 SX115 SX200 SX205 SX209 SX210 SX212 SX215 SX218 SX 218 SX400 SX405 SX405wfi SX410 SX415 SX510w SX515w SX600fw SX610fw Printers - Compatible Epson Cheetah Inks T0711 Black T0711 E-711 \*\*\*by Company XYZ\*\*\*

- Too long hard to pick out key info
- Includes all compatible model numbers
- Includes brand name three times
- × Includes seller name

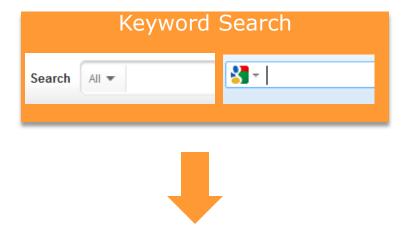
A better title would be: Black Ink Cartridge for Epson Stylus B40, BX, DX, SX Series (16-pack)

#### Bad bullet points:

- · Stand out from the crowd
- Unique design
- Another essential product and a great deal from XYZ
- ✗ Doesn't describe key features
- Includes subjective information customers will decide for themselves whether the product will make them stand out from the crowd
- ✗ Includes seller name

### Optimising the quality of your listings: Search

### Buyers usually find products in 2 ways:

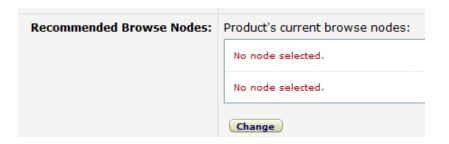


#### Add Search Terms:





#### Add Browse Nodes:



### Optimising the quality of your listings: Keywords

### Do's and Don'ts for keywords

- ✓ Do use relevant keywords inappropriate words diverting buyers are not allowed.
- ✓ You can use alternate spelling or synonyms. Ex.: TV for television.
- ✓ Put them in logical order. Ex.: big stuffed teddy bears, not teddy stuffed bears.
- ✓ Minimise abbreviations.
- ✓ Do not re-use words from the title or common words like 'the'.
- ✓ Don't use quotation marks or commas.
- ✓ Don't use misspellings (we already take care of that).
- ✓ Don't use simple variations. Ex.: glove and gloves.
- ✓ Keywords are not case-sensitive.
- ✓ Test and change your keywords if needed.

#### Good search terms:

[for an iPod]
MB147LL/A digital music player
MP3 player digital audio player
AAC player

 Includes terms which are not already in the product title but which customers search for

#### Bad search terms:

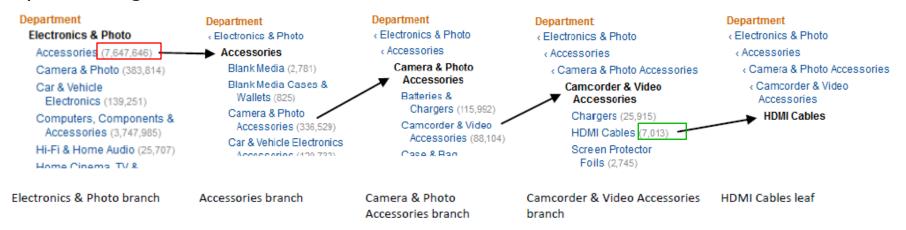
[for an iPod] digital
APPLE IPOD player
IPODS movies
APPLE 80GB
music

- Repeats keywords already in product title (apple, ipod, 80GB)
- Includes keywords customers don't typically use when searching for MP3 players, eg. digital ("digital audio player" or "digital music player" are more common)

### Optimising the quality of your listings: Browse nodes

#### Do's and Don'ts for Browse nodes:

Our departments are like a tree, choose a *leaf node*, not the trunk to categorize your listings:



#### Do:

Choose the most specific leaf node possible for the product. Remember, it will automatically be included in all branches that leaf is attached to, and in other relevant branches

#### Don't:

- Choose a branch node (in grey in the Browse Tree Guide document) unless there is no appropriate leaf node
- Be tempted to assign products to a "similar" node eg. don't put iPhone skins in the MP3 player cases node. Take the time to find the right leaf node and customers will be able to find your products more easily
- Browse Tree Guides (BTG) give you a list of all available nodes by category.
- The <u>Product Classifier</u> can also help you find the right node for your products.

## Optimising the quality of your listings: Refinements

- Go the extra mile with refinements:
- ✓ If a buyer searches by a refinement, your product might not show up unless your provided data for that refinement.

✓ Add refinements in the 'More Details' tab of the manual interface or by filling in

as many columns as possible in inventory files.

#### **Product Specifications**

General	
Brand:	Acer
Screen Size:	15.6 inches
Processor	
Processor Brand:	Intel
Processor Type:	Intel Core i3
Processor Speed:	2.4 GHz
Memory	
RAM Size:	6 GB
Computer Memory Type:	DDR3 SDRAM
Hard Drive	
Hard Drive Size:	640 GB
Graphics	
Graphics Card Description:	Integrated
Graphics RAM Type:	Unknown
Additional Specifications	
Operating System:	Windows 7 Edition Home Premium
Average Battery Life (in hours):	3 hours

Department
« Electronics & Photo
« Camera & Photo
∢ Digital Cameras
Point & Shoot Digita Cameras
Brand
Panasonic (293)
Nikon (309)
Fujifilm (426)
Canon (343)
Kodak (143)
Sony (380)
GoPro (4)
> See more
Megapixel
Up to 7.9 MP (390)
8 - 9.9 MP (154)
10 - 11.9 MP (365)
12 - 15.9 MP (1,263)
16 - 19.9 MP (362)
20 MP & more (281)
Optical Zoom
Up to 2.9x (71)
3 - 5.9x (1,661)
6 - 9.9x (140)
10 - 19.9x (383)

20 - 29.9x (69)



**How It Works:** 



- Select your products and enter keywords
- Your Ads appear alongside search results\*
- Shoppers who click are taken to the detail page where your offer is listed
- ✓ You only pay when your ad is clicked\*\*

Learn more and sign up at sp.amazon.co.uk

<sup>\*</sup> Your ad will only be displayed if you've submitted a competitive bid and your offer is listed on the detail page in the Buy Box.

<sup>\*\*</sup> Pay-per-click fees for Sponsored Products are invoiced separately. Applicable Selling on Amazon fees will apply.

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### Increasing your chances of winning the Buy box: Factors

What factors can influence which seller wins the Buy box?

Eligibility to win the Buy Box is tied to consistently providing customers with a great buying experience on the Amazon.co.uk site.

- Pricing competitively, including delivery charges.
- ✓ Availability of stock: you have enough inventory to meet the demand.
- ✓ Performance metrics: such as your ODR, negative feedbacks, etc.
- **Delivery experience**: how fast can you deliver? Using FBA is an advantage.
- **Time and experience**: brand new sellers would not immediately be eligible.

### Increasing your chances of winning the Buy box: Pricing

### **Pricing**

- You can see the current Buy Box price on your inventory page (go into Preferences if not):
- You can use Match Low Price to match the current lowest prices for the listings you offer.



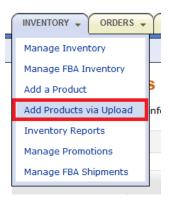
If you have the Buy Box, buyers will easily see if you have a sale price on:

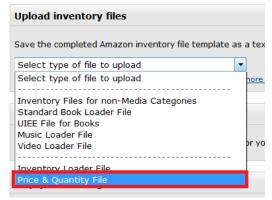


## Increasing your chances of winning the Buy box: Stock updates

### **Stock Updates**

The <u>Price and Quantity file template</u> allows you to quickly update your stock in bulk.





Field Name	Definition	Example
sku	A SKU is a "Stock Keeping Unit" which you can assign to your products to track your inventory. Each SKU you create must be unique to an individual product in your current template and existing listings. A SKU can be any alphanumeric string. Do not use symbols or spaces in your SKU.	36
price	Enter the unit price for this product. The price must be greater than 0.00. Do NOT include the currency symbol (e.g. \$).	75.61
quantity	Enter the quantity of the product you have for sale. The quantity must be a whole number, and should be greater than zero.	5
leadtime-to-ship	Indicates the time, in days, between when you receive an order for an item and when you can ship the item. The default leadtime-to-ship is one to two business days. Use this field if your leadtime-to-ship is greater than two business days. Should not have more than one value. Should not have range of days or word "days" at the end.	3, 5, or 10

### Increasing your chances of winning the Buy box: Customer experience

### **Customer Experience**

- ✓ Check your <u>Performance Metrics</u> and **respond to buyers quickly**: orders with messages responded to within 24 hours receive 50% less negative feedback than orders with messages that were responded to after more than 24 hours.
- ✓ You can mark messages that do not need a response to improve your Response Time metrics. Mark as no response needed (optional) Learn more

Please limit your text to less than 4,000 characters.

✓ Using <u>Fulfilment by Amazon</u> can help improve your delivery and customer service performance, giving you a competitive advantage.







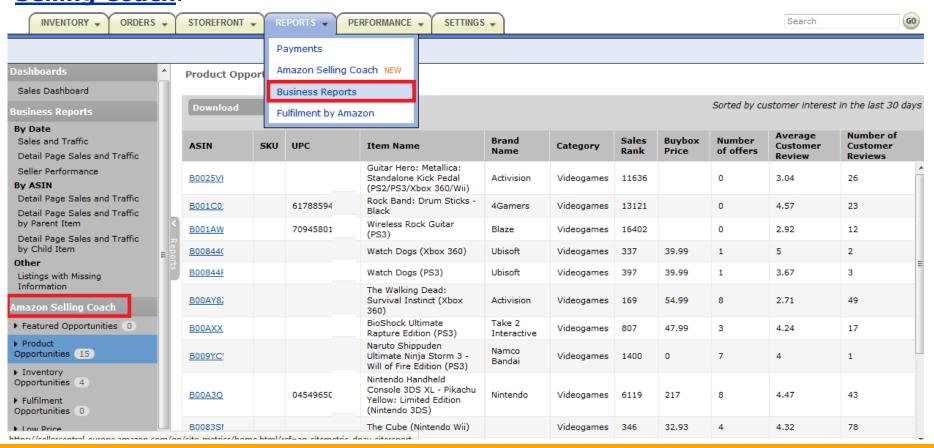
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## Expanding your horizon: Amazon Selling Coach

### **Selling Coach Notifications**

If we detect new sales opportunities for your business, such as popular products with currently no other offer on Amazon.co.uk, we will notify you via the **Amazon** Selling Coach.



### Expanding your horizon: Ship internationally

### Shipping to Foreign Buyers

In your <u>Shipping Settings</u>, do not forget to enable export to Europe and other regions if you want foreign buyers to be able to buy your offers.

Standard Regions & Service Levels				
	Standard	Expedited		
UK Street	3 - 5 days	☐ 1 - 2 days		
UK PO Box				
BFPO				
UK Off-Mainland *DISABLED*				
Europe Zone 1				
Europe Zone 2				
Europe Zone 3	▼ 8 - 12 days			
North America	☐ 6 - 10 days			
Japan	☐ 6 - 10 days			
Australia and Far East Asia	■ 8 - 12 days			
M@ UK - Rest of World (ROW)	■ 8 - 12 days			

If selling Books/Music/Video/DVD, you will be able to choose shipping regions as shown below (but not charges which are set by Amazon):

Note: These settings will be used as defaults for new BMVD listings you create. Changing these settings will not affect existing listings.



### Expanding your horizon: Sell internationally

### Selling on other Amazon Europe Marketplaces

The <u>Europe Marketplaces Account</u> allows Amazon Sellers to list their offers on multiple Amazon Europe Marketplaces from a <u>single</u> Seller Central Account.



### Expanding your horizon: How it works

### Selling on other Amazon Europe Marketplaces

- Check if you are allowed and able to sell your products in the other marketplaces.
- ✓ Check if your products already have product detail pages (ASINs) or not in the other marketplaces:



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## Introduction to Fulfilment by Amazon: What is FBA?



### Introduction to Fulfilment by Amazon: FBA Offer



- Price
- Availability (Prime)
- Seller
- Lead time

- Customer Service
- Combination with other Amazon products
- Gift option

### Introduction to Fulfilment by Amazon: FBA export to EU

- ☐ FBA products listed on Amazon.co.uk can be purchased by customers outside of the UK
- ☐ Fulfilment by Amazon sellers can activate the FBA Export option to make their FBA products available to buyers located in 26 EU countries, or even worldwide for media products.
- □ To get started, simply add FBA Export to your FBA account



### Introduction to Fulfilment by Amazon: EFN for FBA sellers

With the European Fulfilment Network, "Fulfilment by Amazon" sellers can:

store their inventory in their home marketplace's fulfilment centres and



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## Questions...?



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#### References

### Some useful references

- Tutorial for creating a product page
- Use search & browse
- Adding products
- Listing products
- Manage product details
- **Image Requirements**
- Improve Listing Quality tutorial
- Overview of promotions
- Success factors
- Fulfilment by Amazon overview Tutorial
- Selling on Amazon Europe Marketplaces
- **Expand Offers Internationally**
- Global Selling with Amazon manual
- **EU** Imports and Cross-Border Sales Information
- Webinars invitations and recordings page

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# Thank you for attending!

# http://services.amazon.co.uk/resources/eventswebinars/

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www.amazonsellersupportblog.co.uk



http://sellercentral.amazon.co.uk/forums/

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