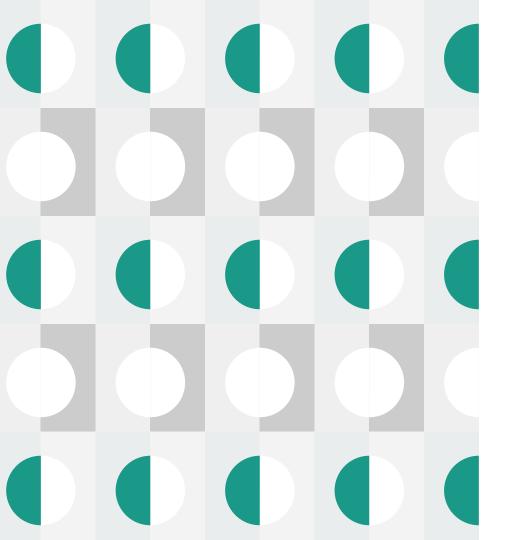
## 7 methods to boost up the online sales for eshop



## My bio

- 15 years of experience of SEO and WordPress.
- Built over 350 WordPress sites for clients.
- Co-organizer of Hong Kong WordPress Meetup.
- Participate at WordCamp SG and KL.





What problems do you encounter?

# 3 main areas to focus on



1/ More customers2/ Higher AOV3/ Frequent purchase

#### 1. More customers

#### but first...measure

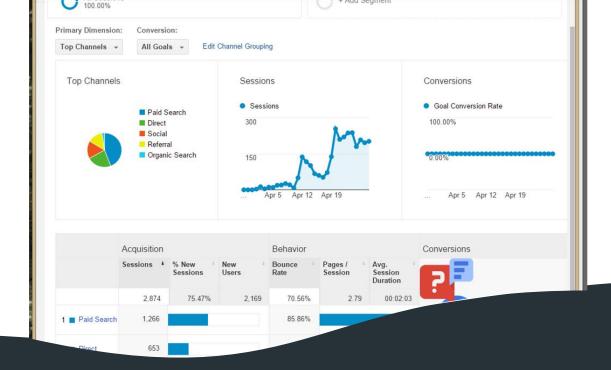
• analytics

Surveys

Ousability studies



#### google analytics



#### google analytics

### heatmap





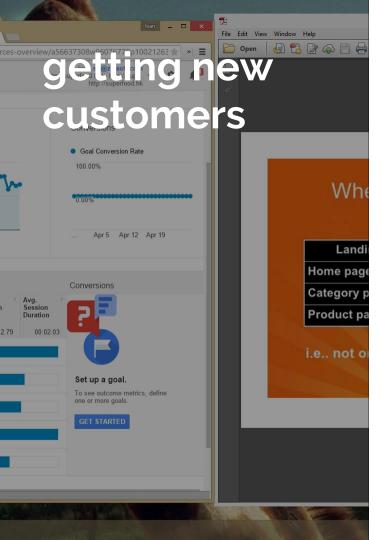
# Optimize UX in your site



Over **300,000 websites use Crazy Egg** to improve what's working, fix what isn't and test new ideas.

Cha

I am Eggbot. How can I help you today?



- seo
- sem
- re-targeting ads
- direct
- referral
- affiliates
- refer a friend
- social media
- offline PR

## 3 type of traffic

- 1. Free traffic
- 2. Paid traffic
- 3. Own traffic





### seo tips

- title
- meta
- keyword
- sitemap
- friendly url
- search enginesubmission

## search engine sitemap

This XML file does not appear to have any style information associated with it. The document tree is shown below.

```
<!-- generated-on="November 08, 2010 1:27 pm" -->
- <url>

        - <url>
        <url>- <url><
               <le><loc>http://adventuredemo.beta.rezgo.com/</loc>
               <lastmod>2010-11-08T13:27:22-08:00</lastmod>
               <changefreq>daily</changefreq>
               <priority>1.0</priority>
          </url>
     - <url>
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               <priority>0.6</priority>
          </url>
     - <url>
               <le><loc>http://adventuredemo.beta.rezgo.com/terms</loc>
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               <changefreq>weekly</changefreq>
               <priority>0.6</priority>
          </url>
     - <url>
               <loc>http://adventuredemo.beta.rezgo.com/contact</loc>
               <lastmod>2010-11-08T13:27:22-08:00</lastmod>
               <changefreq>weekly</changefreq>
               <priority>0.6</priority>
          </url>
```

#### social media

- facebook like & share
- fan page/content distribute
- youtube channel





#### [2] DAILY DETOX

Write a review

Pineapple, grapefruit, orange.

Taste: Very sweet and little sour.

Benefits: Rich in Vitamin C, Antioxidants and Detoxifying Enzymes.

Promote healthy bowel and radiant skin, boost metabolism and support weight-loss.

300ml

CONDITION New

\$30.00

QUANTITY



ADD TO CART

Add to wishlist



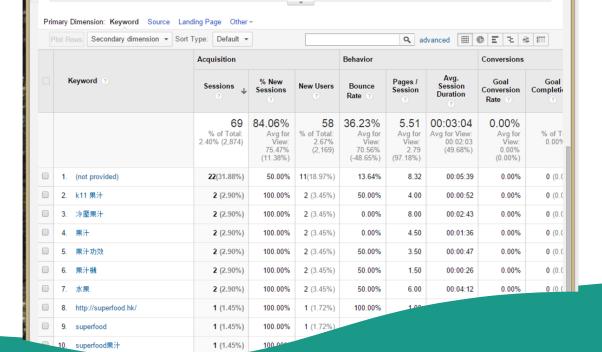












#### **SEO** measurement



#### blogger PR

# where do visitors land?

	L	anding Page ⑦	Sessions .	% New Sessions	New Users	Bounce Rate ?	Pages / Session	Session Duration
			2,874 % of Total: 100.00% (2,874)	75.57% Avg for View: 75.47% (0.14%)	2,172 % of Total: 100.14% (2,169)	70.56% Avg for View: 70.56% (0.00%)	2.79 Avg for View: 2.79 (0.00%)	00:02:03 Avg for View: 00:02:03 (0.00%)
	1.	/tw/	1,385(48.19%)	86.21%	1,194(54.97%)	71.41%	2.34	00:01:02
	2.	/en/	1,344(46.76%)	68.68%	923(42.50%)	73.07%	2.84	00:02:36
	3.	/en/13-juices	24 (0.84%)	45.83%	11 (0.51%)	41.67%	9.83	00:08:58
	4.	/tw/13-juices	15 (0.52%)	33.33%	5 (0.23%)	20.00%	3.47	00:00:55
	5.	/tw/15-combo	10 (0.35%)	30.00%	3 (0.14%)	0.00%	11.80	00:08:25
0	6.	/tw/juices/14-apple-beet-carrot.ht ml	10 (0.35%)	50.00%	5 (0.23%)	50.00%	3.80	00:09:28
0	7.	/tw/juices/13-orange-pineapple-be et.html	9 (0.31%)	88.89%	8 (0.37%)	33.33%	2.78	00:04:40

14.29%

1 (0.05%)

85.71%

1.29

00:00:04

7 (0.24%)

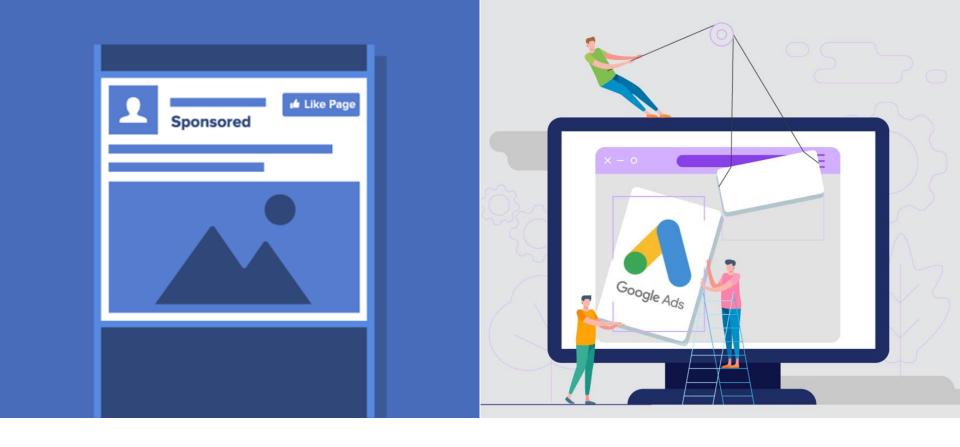
/en/content/4-about-us

## engaging customers

- news/blog/facebook feed
- promotion/groupbuy
- content & photo
- landing page
- ease of use navigation

聽日天氣炎熱,19-28度高溫,可以的話,記住帶超。 Superfood #superfoodhk





2/Paid traffic



# Traffic is important but most crucial is Conversion

You have to get people to visit the site or page you're directing them to. You may get tons of traffic but it does not mean you' re doing well. Unless you can capture some lead and convert them into your customers eventually.

# Traffic is important but most crucial is Conversion

Conversion means persuading the reader to do the thing you want them to do, whether that's to buy a product from your online store, download your case study in exchange for his email address or to call you to set up a consultation.

Your end goal isn't traffic. It's sales!
Without sales, you'll be out of business,
regardless of how much traffic you have.
So define your goal of the landing page.







What is the average conversion rate for a ECOMMERCE WEBSITE?

## 0.1 - 1%

Surprisingly, studies show that the average conversion rate for a website is between 0.1% and 0.5%, which means it's only converting a teeny tiny portion of site traffic. With such a poor outcome, why do businesses still rely on the homepage to do the heavy lifting?

If you have 10,000 traffic to your website, what is the converted traffic for website 1%

If a successful order will earn you \$500, which mean you need 100 traffic to convert one customer.

Are you making money if each traffic cost \$10?

NO, because it will cost you \$1,000 to get 100 traffic.

Conversion rate is 1% so you need to spend \$1,000 to

get \$500

Are you making money if each traffic cost \$2?

NO, because it will cost you \$200 to get 100 traffic.

Conversion rate is 1% so you need to spend \$200 to

get \$500

So now you know how to justify the advertising dollar for traffic.

If \$2 can bring in one traffic, which mean you use \$200 to earn \$500. How much is your ads budget?

If a customer really use \$10 to bring in a traffic, which mean they spend \$1,000 to get \$500 income.

Do you know WHY?

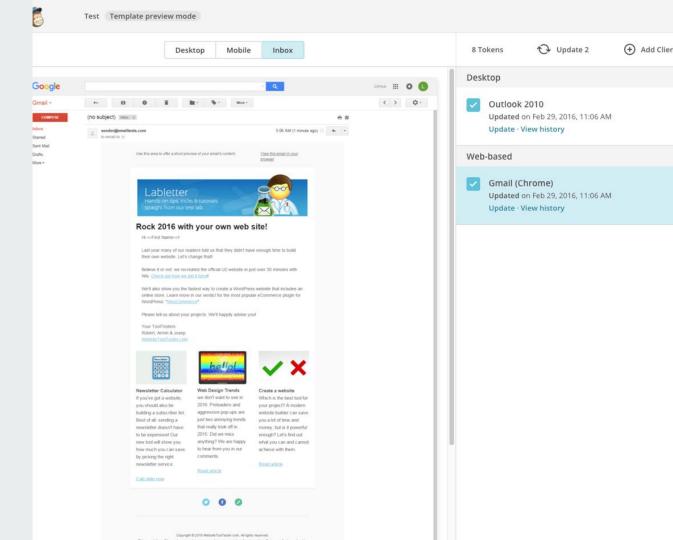


### **Consider LTV**

A customer could buy 4 times in a year which end up \$1,000 to get them to buy the first time of \$500 is making sense.

# 3/Own traffic

eDM





### 2. Higher AOV



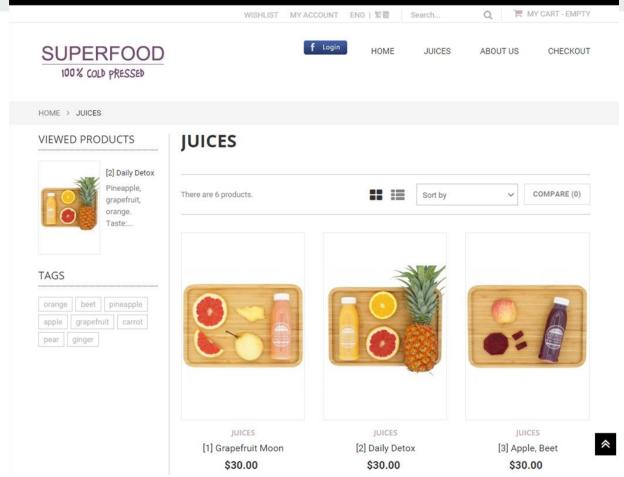
#### **TOPLIST OF THE WEEK**











WISHLIST MY ACCOUNT ENG | 繁體

MY CART - EMPTY





HOME

JUICES

**ABOUT US** 

CHECKOUT

HOME > JUICES > [6] YOUTHFUL

#### JUICES Juices Snacks Combo **VIEWED PRODUCTS** [6] Youthful Carrot, orange. Taste: Very sweet and... View larger ① [2] Daily Detox

Pineapple,

grapefruit, Taste:...



#### [6] YOUTHFUL

Carrot, orange.

Taste: Very sweet and little sour.

Benefits: Rich in Vitamin C. Carotenes and Antioxidants.

Anti-aging, reduce water retention, alkalise blood acidity, cleanse the body, strengthen immunity, support healthy blood cholesterol balance and improve vision.

300ml

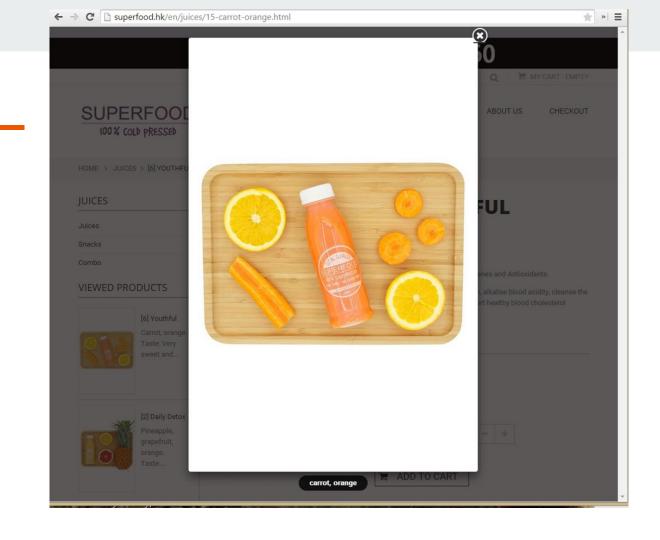
CONDITION New

\$30.00

QUANTITY



ADD TO CART



#### cross selling

#### 5 OTHER PRODUCTS IN THE SAME CATEGORY:











[1] Grapefruit Moon

[2] Daily Detox

[3] Apple, Beet

[4] Refresher

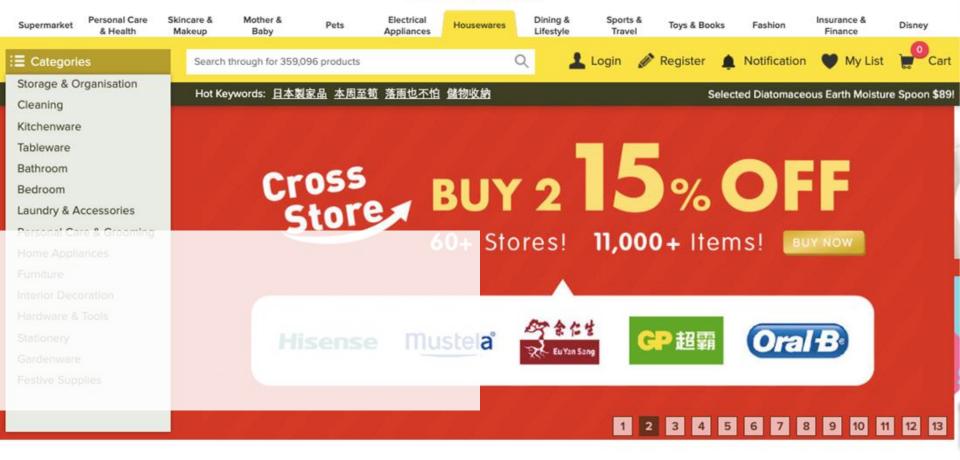


#### Bundle your Jets gear and save 25%!



Why do we up sell / cross sell / bundle product to customers?

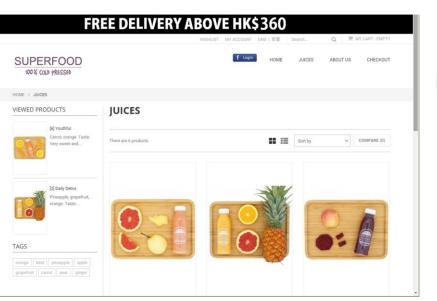


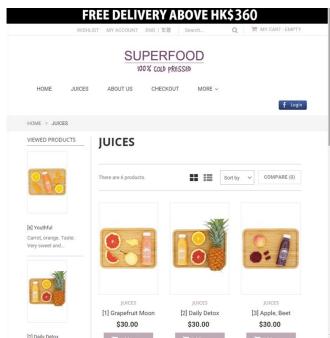


但毛利率並不是HKTVmall最大的致命傷。最恐怖是其他營運開支,半年就花了3.36億元,跟營業額的數字差不多,真係好鬼得人驚!雖然HKTVmall較零售店節省了一點租金,但每100元的營業額,市場推廣及O2O門市營運開支12.1元(已經等於759的店舖租金比率) 物流服務的配送成本高達38.1元 點計都有可能賺到錢。除此之外,電子商貿業務運作及後援支援成本23.7元,也是一個很大的致命點。



### responsive design







MY ACCOUNT

WISHLIST

SUPERFOOD

100% COLD PRESSED



HOME

ENG | 繁體

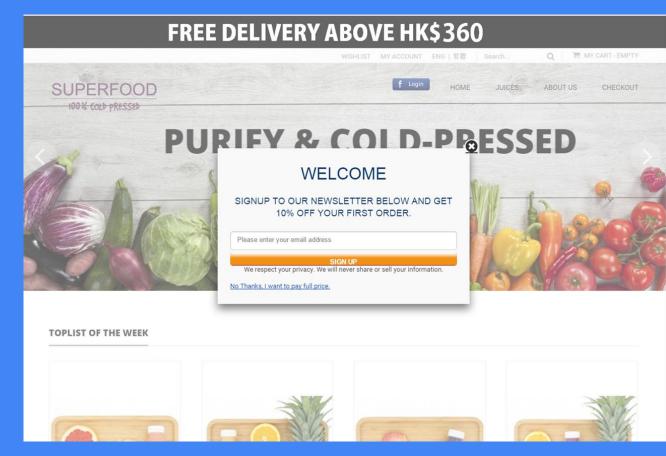
JUICES

Search...

ABOUT US

facebook login

### pop up after x second





Showcase

Mobile Support

Get involved

About

Blog

Hosting

Get WordPress

Plugins

Search plugins





### Solve customer Chat

By Facebook

### problem during

This plugin DUITChase translate it

Details

Reviews

Installation

Support

Development

Description

Messenger customer chat is the official free Messenger customer chat plugin for WordPress by Facebook. This plugin allows you to interact

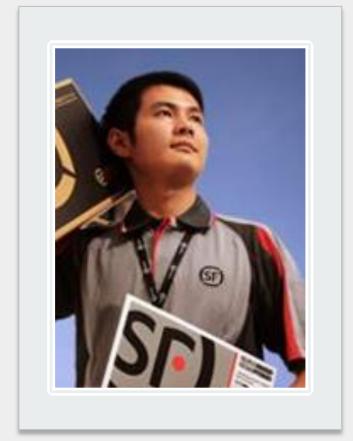
Version:

1.3

Last updated: 3 months ago

### delivery options

- free shipping over \$xxxpurchase
- next day delivery
- select date/time delivery

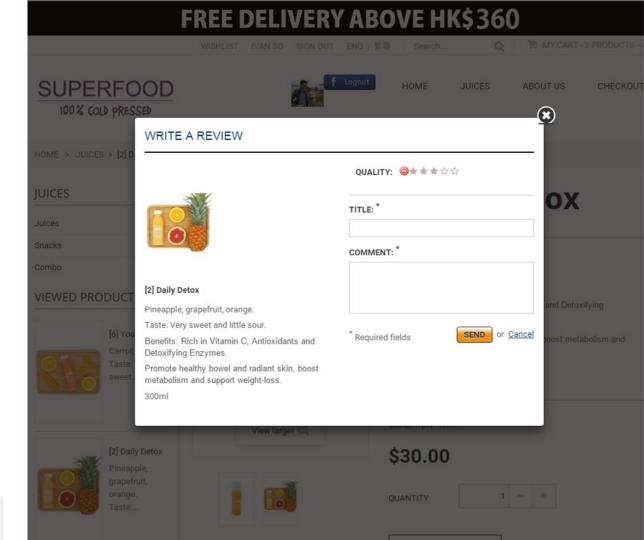


#### SELECT A TIME SLOT FOR DELIVERY

:00 4th M	ay 5th N	Лау	6th May	7th May	8th May	9th May	10th May
00	Tueso mom	100	Wednesday morning	Thursday morning	Friday morning	Saturday morning	
	Tueso midd	1000	Wednesday midday	Thursday midday	Friday midday	Saturday midday	
00	Tueso even	100	Wednesday evening	Thursday evening	Friday evening	Saturday evening	

### schedule delivery

# review & rating (on/off site)



### **Show customer** review



#### Customer Reviews for WooCommerce

By ivole

### make it simple to purchase

- basket
- security
- delivery cost
- big buttons(especially for mobile)

PRODUCT	DESCRIPTION	UNIT PRICE	QTY	TOTAL	
	[3] Apple, Beet	\$30.00	- 1 +	\$30.00	
	[2] Daily Detox	\$30.00	- 1 +	\$30.00	
			TOTAL PRODUCTS	\$60.0	00
			TOTAL SHIPPING	\$36.0	00
			TOTAL	\$96.00	00

#### packaging



C. Dolkow the tracte above to carry a store dated











#### C5 MALVERN QUARTZ - BROWN LEATHER C5-Q-GWT

£250.00 sun ec £208.33

Availability in shock

The CS Materia Guartz is everything that the loonic CS Materia Automatic is but in a suising viction. The new worth has exactly the same attention to dutait and quality, as the original, featuring a convex suggeste crystal glacs with anti-reflective coating, a surplical grade S16s, stansies or steel over and a power in clean. The any real difference to the Roose S16s single-prival Sales quartz movement which is accorde to within 0.5 seconds 5.6a;

As with all Christopher Ward watches, the CS Makern Quartz comes with a 10-day to quibble retain policy and a 90-month warranty. Every watch has a unitable partial number and as part of Christopher Ward's personal service. His effort possible to request a particular number.

The CS Valvers Quarty provides the pertied introduction to the wond of Clinifopher Ward and allows you to expedience what it feels title to wear a proces of precision engineering on your what it Put exhibit, this probably the most affordable leaving watch in the world.

#### . the the first to review this product

	£30.90	E geacted
		- Flore Select -
		Upgrade your enter?
(0)	£125.00	[i] Alligator Upgrada
1	€25,80	Detector Box
1	KF.95	C GRE Victory
(8)	£25,00	[1] Eligraving



# making it simple to purchase

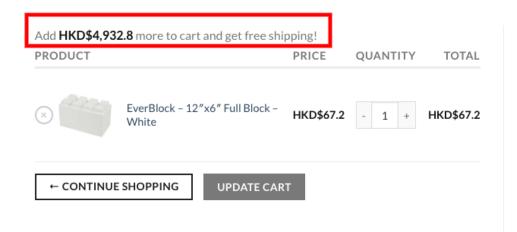
- more payment options
- ono distractions (same header/look & feel)
- language & tone
- registration or guest checkout
- analytics



BUY NOW - FLOORING - RENTALS EVERBLOCK - ABOUT US - Q

LOGIN / REGISTER

#### SHOPPING CART > CHECKOUT DETAILS > ORDER COMPLETE



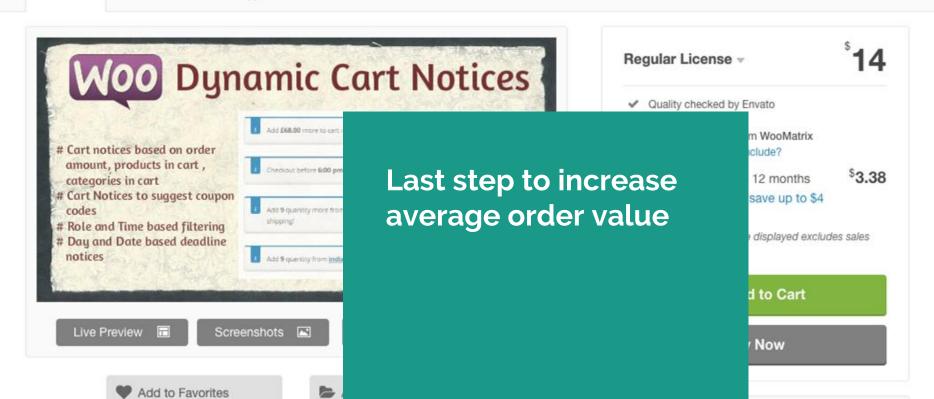
Subtotal	HKD\$67.2
Jubtotai	1110407.2
Shipping	Shipping: HKD\$200.0
onipping	Shipping options will be updated during checkout.
Total	HKD\$267.2
PF	OCEED TO CHECKOUT
Coupon	

#### **Woocommerce Dynamic Cart Notices**

★★★★☆ (10) 250 Sales

Item Details

Reviews Comments Support



# 4 in 1 marketing Marketing All-Plugins for WooCommerce

rful features backed by AI to help you convert customers int

or WooCommerce – Marketing *F* les

- Get more subscribers and deliver coupon
- Create urgency for purchase
- Show how many people are looking at the product right now
- Create curiosity and awareness

This plugin is not translated into 简体中文 yet. Help translate it

 $\mathsf{English} \, {}^{\checkmark}$ 



BUY NOW - FLOORING -

RING - DISCOUNT BLOCKS

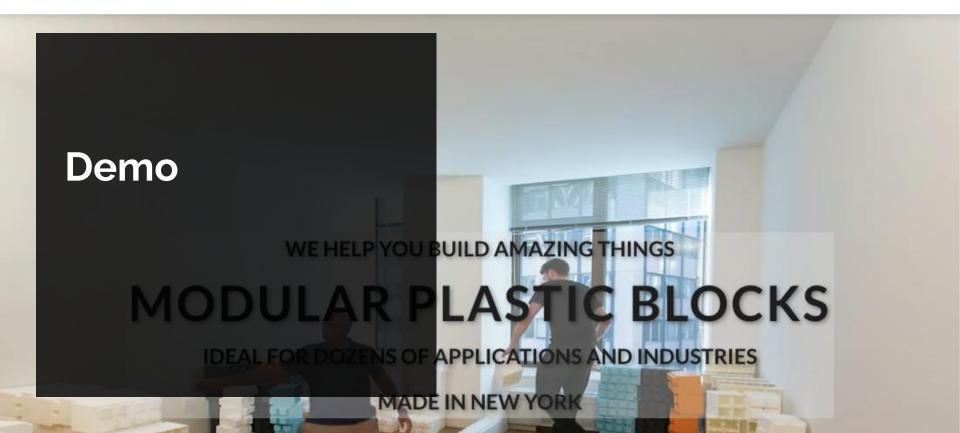
EVERBLOCK ~

ABOUT US ~

C

LOGIN / REGISTER

TER HKD\$







LAZADA ·sg



• 21 - 23

#### DAILY FLASH SALES FROM 9AM



### Flash sales



PHILIPS 40" FHD LED TV \$899 \$399



ONKYO HT-S3700 HOME THEATRE \$779 \$599



PHILIPS BLU-RAY



#### HURRY! BEFORE THESE ITEMS SELL OUT

Dear Mary,

We've noticed that you were thinking about purchasing the following items... they won't be around for long so get them now!



Printed dress

Get free shipping fees using the code CAV55175 Act now! this special offer ends at 10/12/2014

So place your order soon before these items sell out!

CHECKOUT NOW

100% satisfaction guarantee:





Secure paiement





click here to not receive future emails

## abandoned cart reminder

70% people add to cart but quit the site without checkout.



### Re-capture customers order





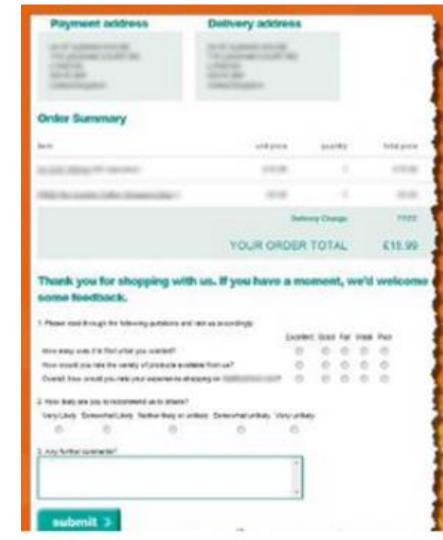
Download



Abandoned Cart Lite for WooCommerce

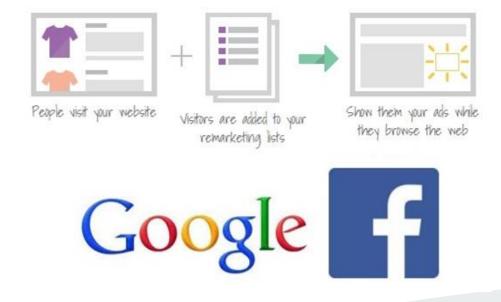
### survey after order

simple multiple choice



#### getting them to come back





### re-targeting ads

# To sum up, focus on 3 main areas

- 1. More customers
- 2. Higher AOV
- 3. Frequent purchase

### Positioning

- USP (unique selling point)
- Differentiation
- Single brand / multiple brand

### Branding





#### 香港特別行政區 政府統計處

Census and Statistics Department Hong Kong Special Administrative Region

#### 特選建築材料平均批發價格

#### Average Wholesale Prices of Selected Building Materials

#### 2019年 3月

#### MARCH 2019

	材料	單位	Materials	Unit	價格 (港元) Price (HK\$)
1.	碎石 *	公噸	Aggregates *	tonne	55
2.	瀝青	公噸	Bitumen	tonne	7,517
3.	混凝土磚,100毫米厚	平方米	Concrete blocks, 100mm thick	square metre	80
4.	柴油 #		Diesel fuel #		
	工業用(輕質) 汽車用	桶 (200公升) 100公升	For industrial use (light) For road use	200-litre drum 100 litre	2,448 1,215



### Red clay brick on sale for up to \$1,000 on eBay

Highly anticipated fashion item by skateboarding brand Supreme sold out at original price of \$30 within minutes



### Thank you & Q&A

Connect with me at <a href="mailto:ivan@hdcourse.com">ivan@hdcourse.com</a> and www.fb.com/ivansopage