Welcome Before we get started

- 1. Today's webinar is scheduled to last 1 hour including Q&A
- 2. Closed Captions are available on the desktop and mobile Zoom app (click the CC button)
- 3. This webinar is being recorded and will be available on the website alongside additional resources within 7 days

How to grow your eCommerce sales with best practice online merchandising

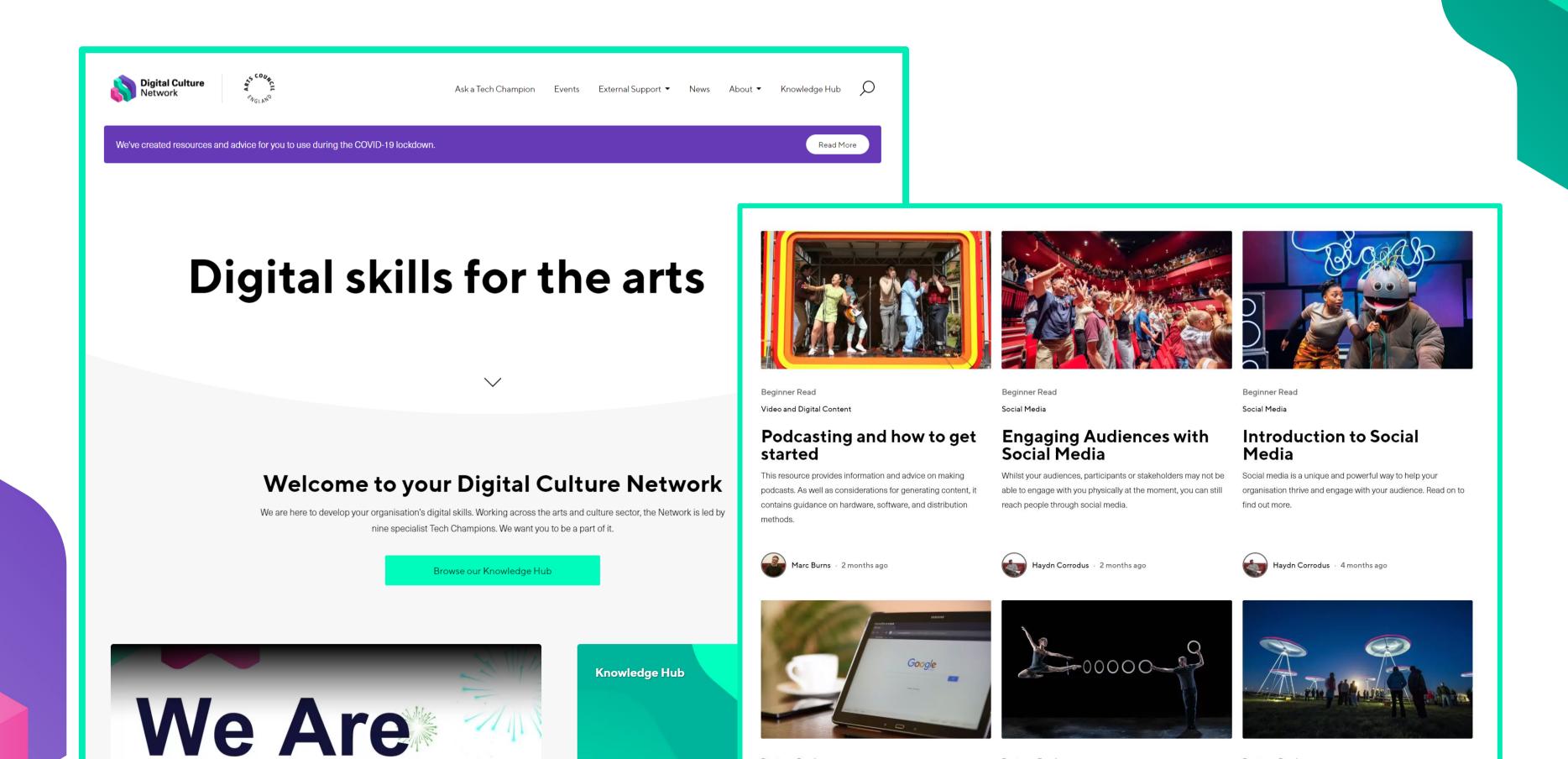
Katherine Brown 19th January 2023







digitalculturenetwork.org.uk



The aim of this webinar is:

- Understand what online merchandising is and why it matters
- Identify best practice for online merchandising
- Learn how you can make landing pages work for you

So what is merchandising?

Definitions from Oxford Languages Learn more



"the activity of promoting the sale of goods, especially by their presentation in retail outlets"



"the selection and display of goods in a retail outlet"



Sorry, no results for "online merchandising" in the English Dictionary.

Did you mean:

<u>mass merchandising</u> <u>online exchange</u> <u>visual merchandising</u> <u>online learning</u>

So let's step back in time...



Harrods, 1920's



Co-op store, pre War.



M&S Birmingham store, January 1933



Paul M Mazur 1927 "Principles of Organization Applied to Modern Retailing"

"It is the responsibility of the merchandise division to provide for the consumer merchandise of the right style and quality, in proper quantities, at the right price, and at the right time,"

The 5 R's of Merchandising

- Right **Product**
- ... in front of Right Customer
- at the Right Time
- at the Right Price
- in the Right Quantity

Poll

Have you heard of the 5R's before, are you thinking about selecting

- Yes, I've heard of it and my team use this kind of thinking
- Not heard of it before, but yes we use this kind of thinking
- This sounds vaguely familiar and we sometimes think in this way
- Never heard of this and not a familiar way of thinking

So how do we translate this online?



Making the most of our user's attention



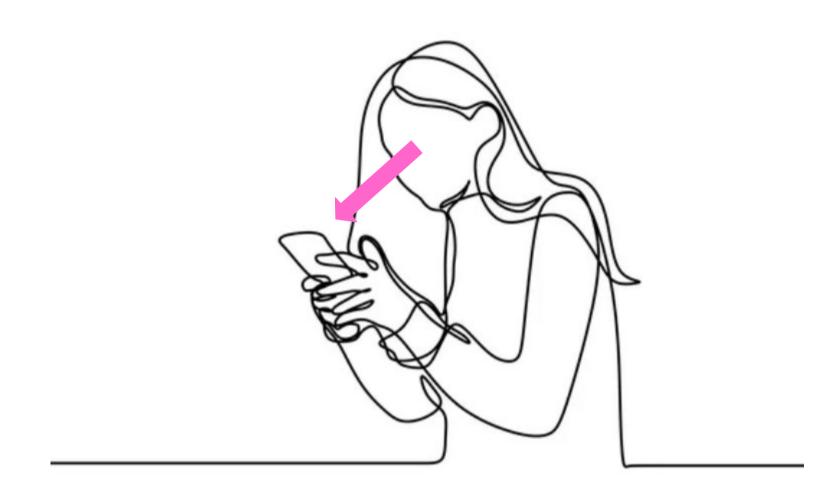
Getting them over the hurdle of shopping online





Making the most of signals our users give us

And why does this matter?







Email Marketing

Social Media Campaigns

SEO Ranking

PPC Campaigns

Local Press

Signage

We're going to look at 8 areas of best practice

Attention

Homepage

Category page

Checkout



Hurdles

Navigation

Product Info

Shipping



Signals

Search Box

Browsing behaviour





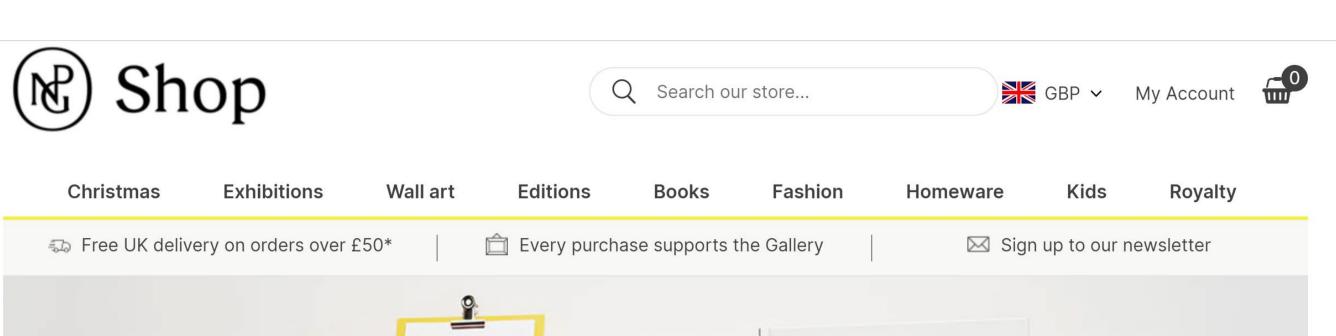
Best practice for your... HOMEPAGE

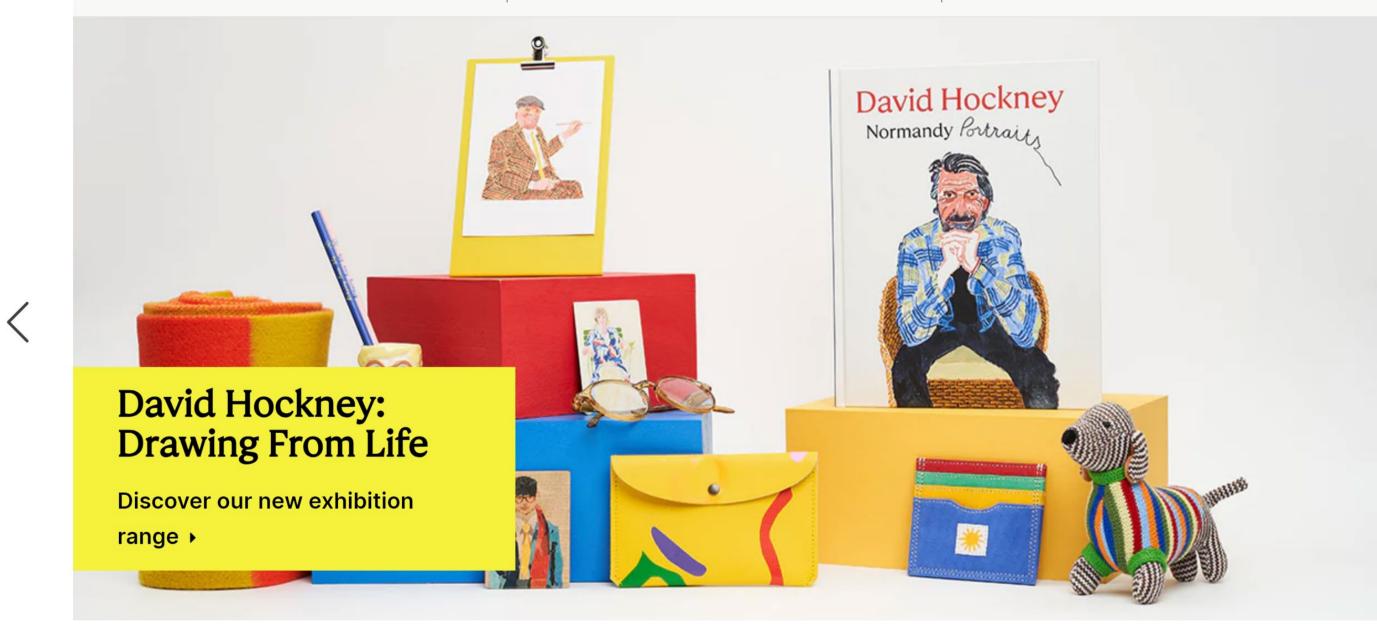
- Be aware what is visible 'Above-the-fold'
- Think seasonal and inspiring
- Surface ranges AND products

ABOVE THE FOLD



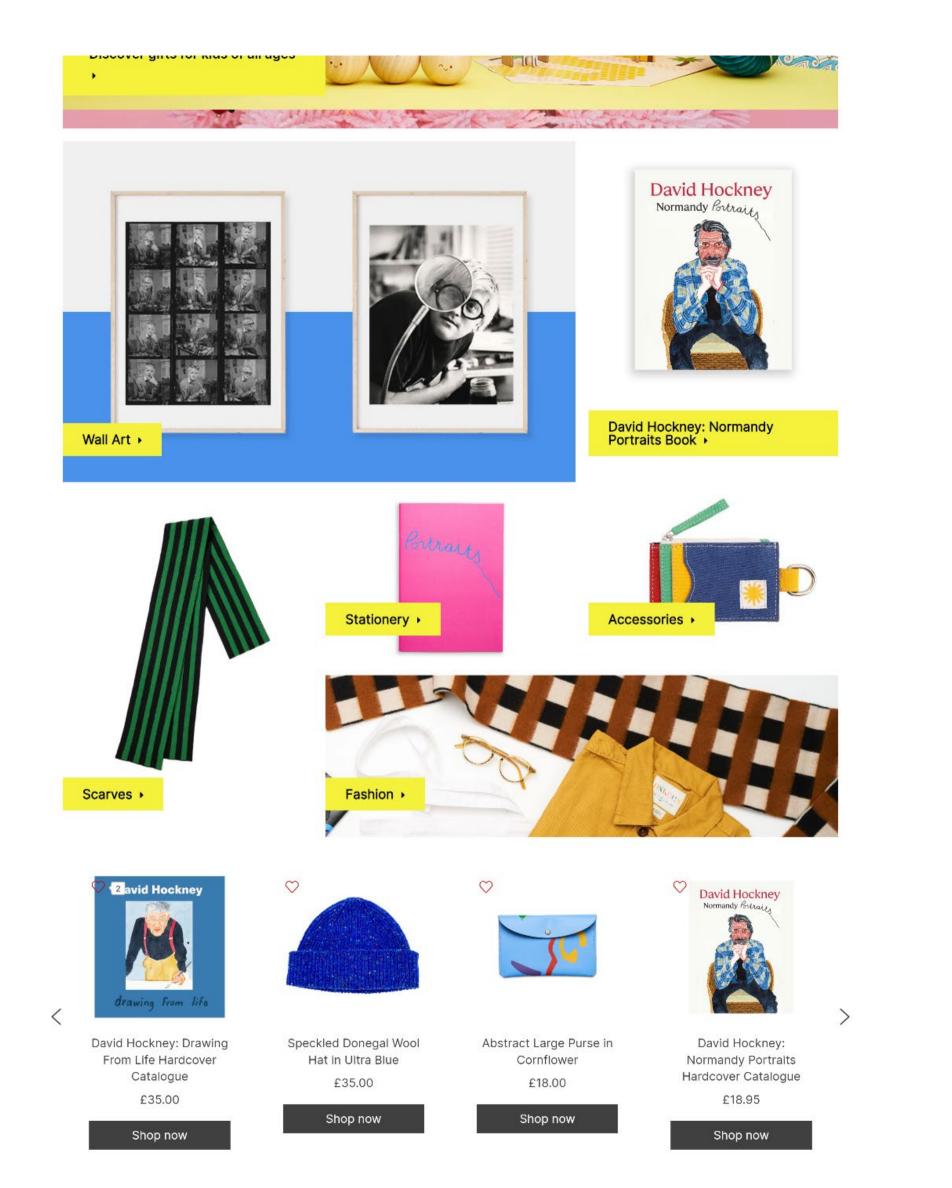
BELOW THE FOLD





- √ = Bold & clear
- √ = Effective use of space

- √ = Avoids showing a 'wall of product'
- √ = Product related to institution



√ = Routes in to ranges

√ = Highlights key products

√ = Seasonally appropriate
... woollies in winter!

SELECTING!
Think 5R's

Main website Navigation

Free Shipping Banner

Seasonal Collection

Seasonal Collection Seasonal Collection

Explore Our Collections

Functional Category (eg Books) Functional Category (eg Books)

Functional Category (eg Books)

Functional Category (eg Books) Functional Category (eg Books) Functional Category (eg Books)

Favourite Products

Socks

Vase

Escape Room

More Collections

Functional Category (eg Books) Functional Category (eg Books)

Functional Category (eg Books)

Functional Category (eg Books)

Functional Category (eg Books)

Functional Category (eg Books)

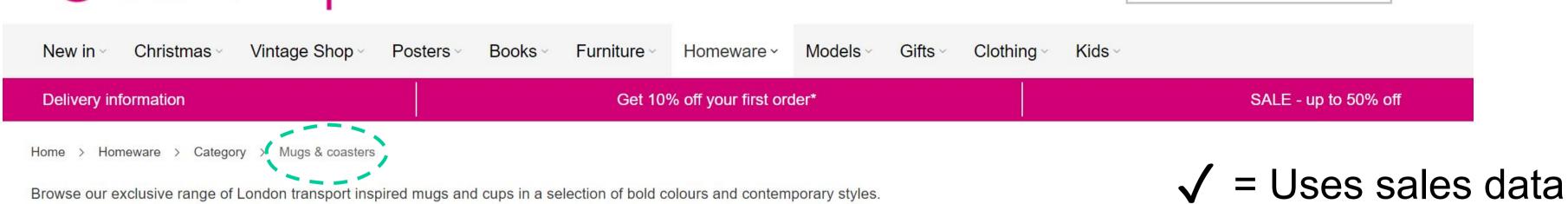


Best practice for your...CATEGORY PAGES

- Default order to best-selling
- Actively manage out-of-stock items
- Sensible depth of product
 - minimum 3 items
 - if 20+, provide filters



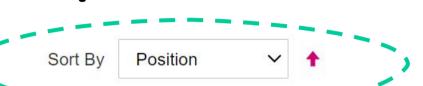
Sign In Search products Q



Filter by







MOQUETTE FABRIC

PRICE

COLOUR

THEMES

ROOM

EXCLUSIVE FILTER

V

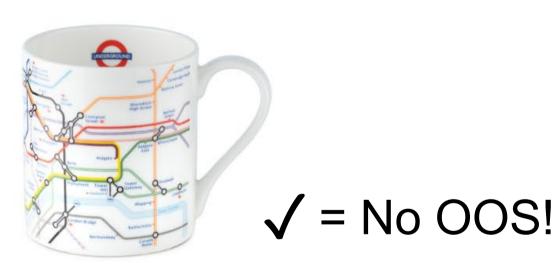




EXCLUSIVE



EXCLUSIVE



Compare Products

You have no items to compare.

Wish List

You have no items in your wish list.

Tube Lines Mug

£12.00

Underground Map Coaster Set of 4 £15.00

Add to basket

Moquette Mug Routemaster

£12.00

Add to basket

Underground Map Mug White

£12.00

(Add to basket

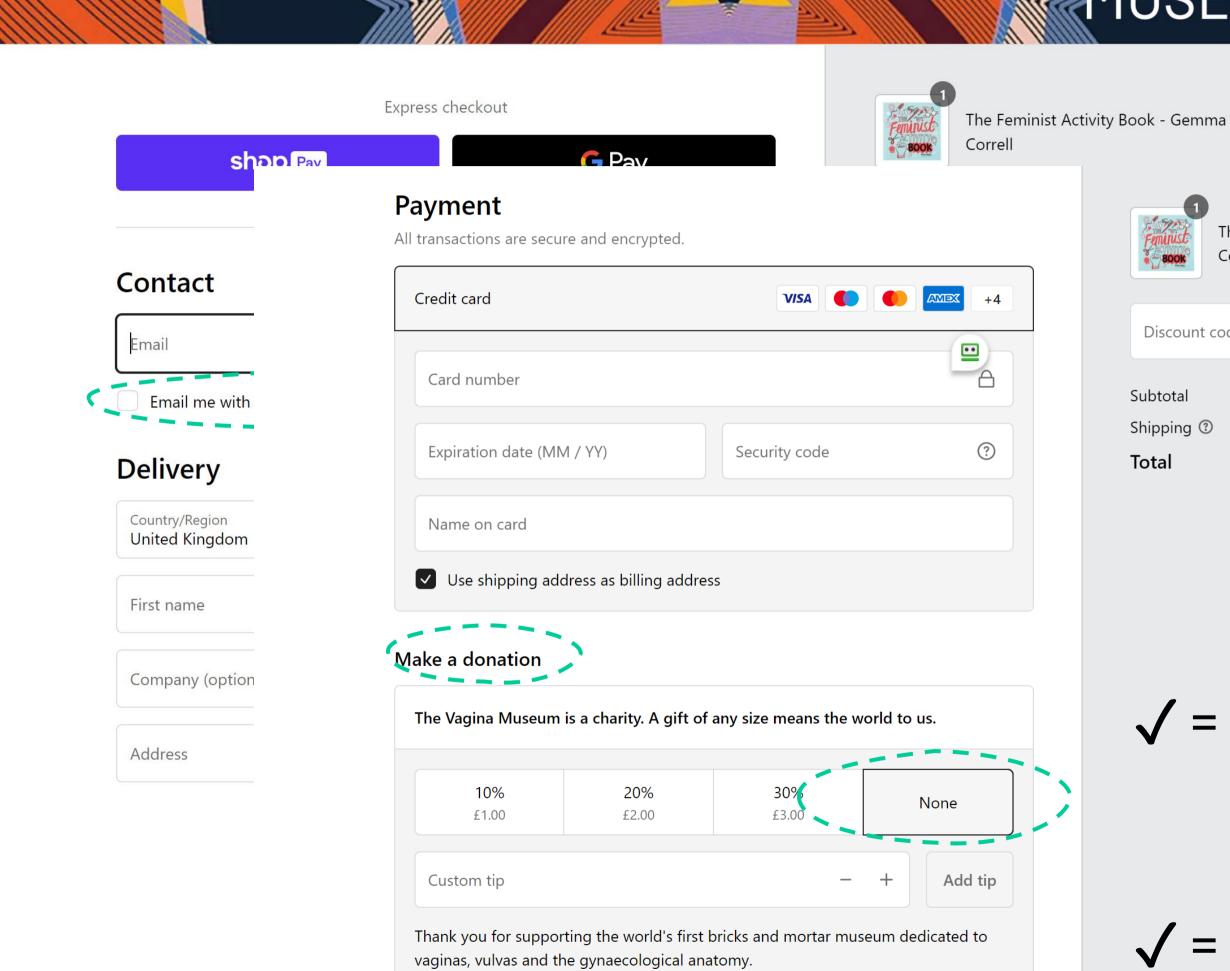
Add to basket

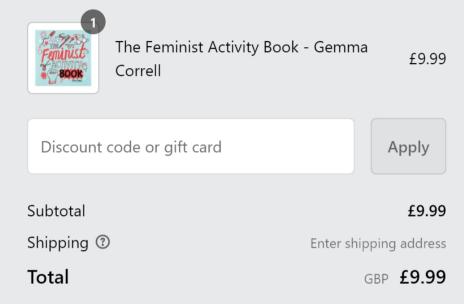


Best practice for your... Checkout

At the point of transaction..

- ... offer ability to add a donation
- ... use compelling copy
- ... opt-in for email communications





£9.99

√ = Emphasise charitable status!

√ = With personality and mission!

Using online merchandising to deal with ...



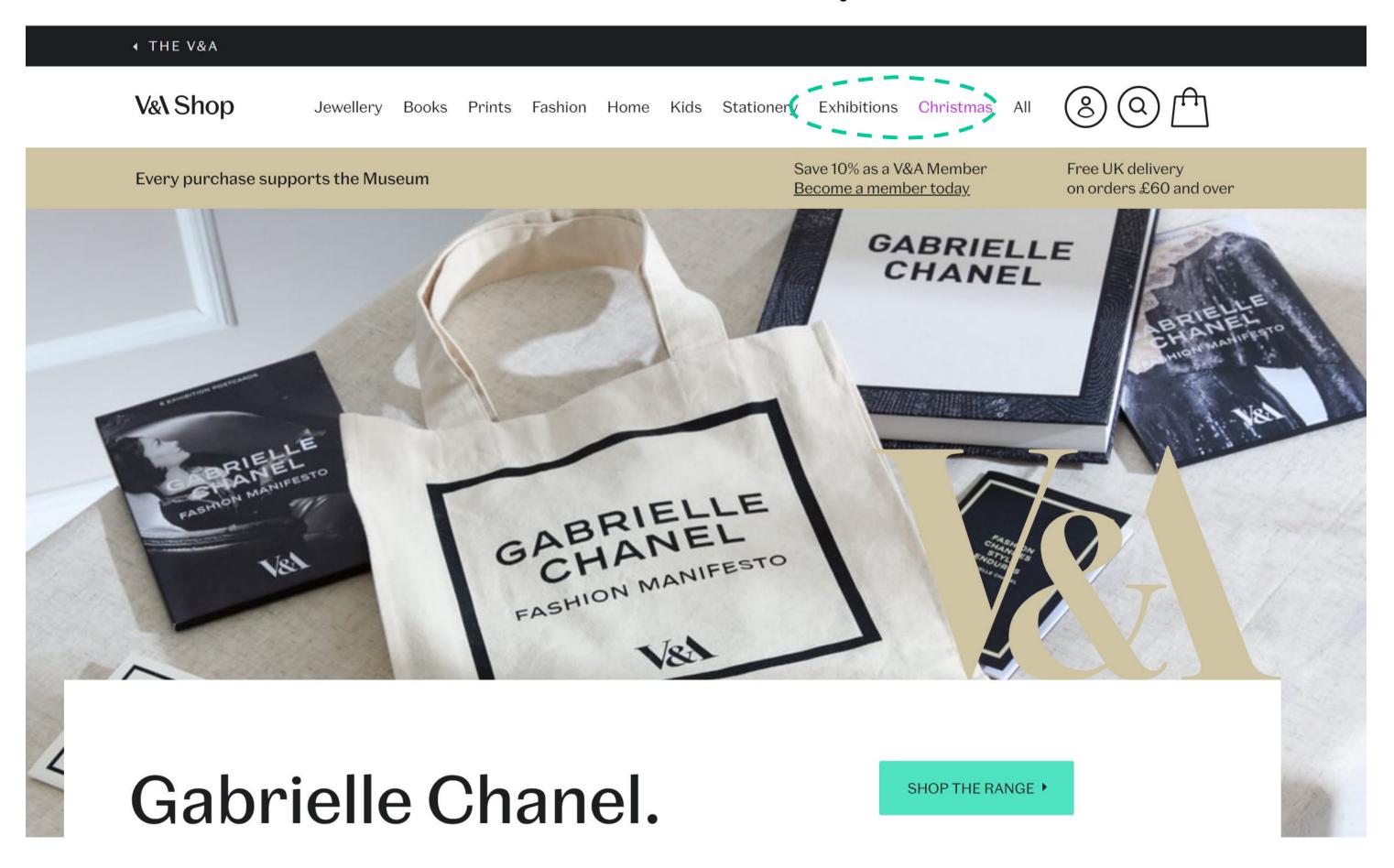
Lack of physical experience

Uncertainty



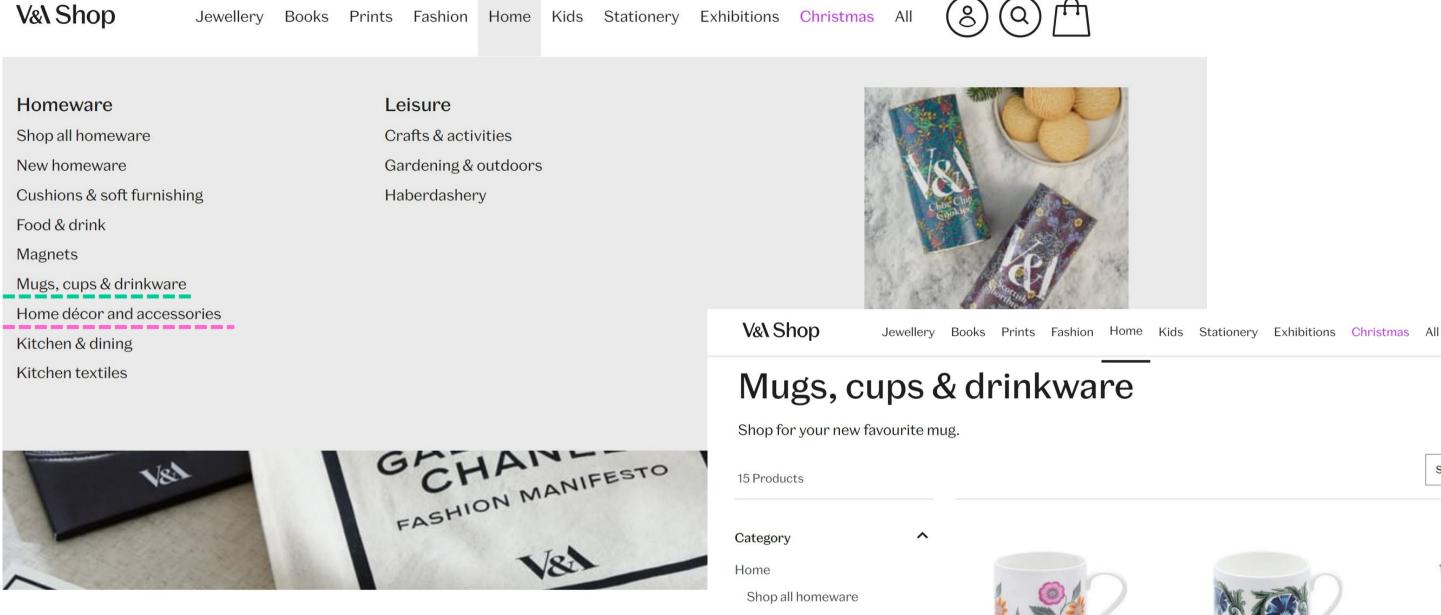
Best practice for your... ...NAVIGATION

- Make sure all products can be reached
- Use simple language
- Don't disguise key product areas
- Add seasonal / topical collections



√ = Simple language

√ = Easy-to-understand categories



New homeware

Food & drink

Magnets

Haberdashery

Kitchen & dining

+ Show more

£10 - £20 (9)

£20 - £30 (4)

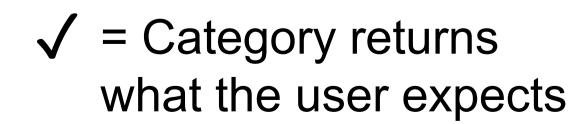
Price

Cushions & soft furnishing

Home décor & accessories

Mugs, cups & drinkware

Gabrielle Chanel.









Sort By:

~

Turtle tumbler glass by Ichendorf Milano

£15



James Leman mug

£16



£16



V&\ Shop

Jewellery Books Prints Fashion Home Kids Stationery Exhibitions Christmas















Home décor & accessories

Make your house a home with our useful, unusual and beautiful selection of home accessories.

77 Products

Most popular

Category

Home

Shop all homeware

New homeware

Cushions & soft furnishing

Food & drink

Home décor & accessories

Magnets

Mugs, cups & drinkware

Haberdashery

Kitchen & dining

+ Show more

Price

under £10 (31)

£10 - £20 (22)

£20 - £30 (10)

£30 - £50 (8)

£50 - £100 (5)

£100+(1)

Designer/Artist



Kitchen & dining

+ Show more



under £10 (29)

£10 - £20 (23) £20 - £30 (10)

£30 - £50 (6)

£50 - £100 (4)

£100+(1)

Designer/Artist

Fair to Trade (10) John Henry Dearle (1)

Megan Fatharly (2)

Saint Nicolas (2)

William De Morgan (2)

William Kilburn (1)







V&A EXCLUSIVE Oranges of the Morris room trinket box

£20



Amber candle holder

£25



V&A EXCLUSIVE

Oranges of the Morris room 6 x 4" frame

£25



V&A EXCLUSIVE

Moroccan rose V&A candle

£10





£10



V&A EXCLUSIVE

Honeysuckle V&A candle

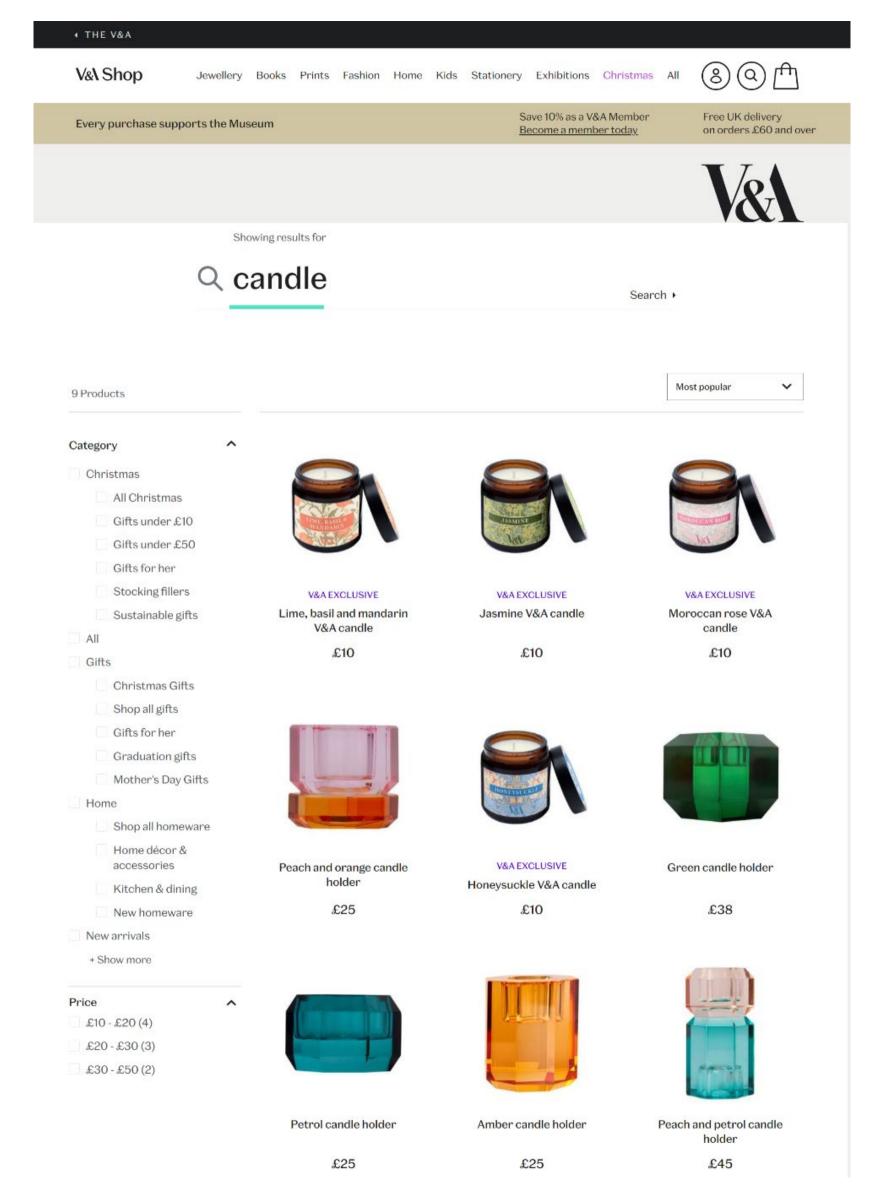
£10

Who is this category for?

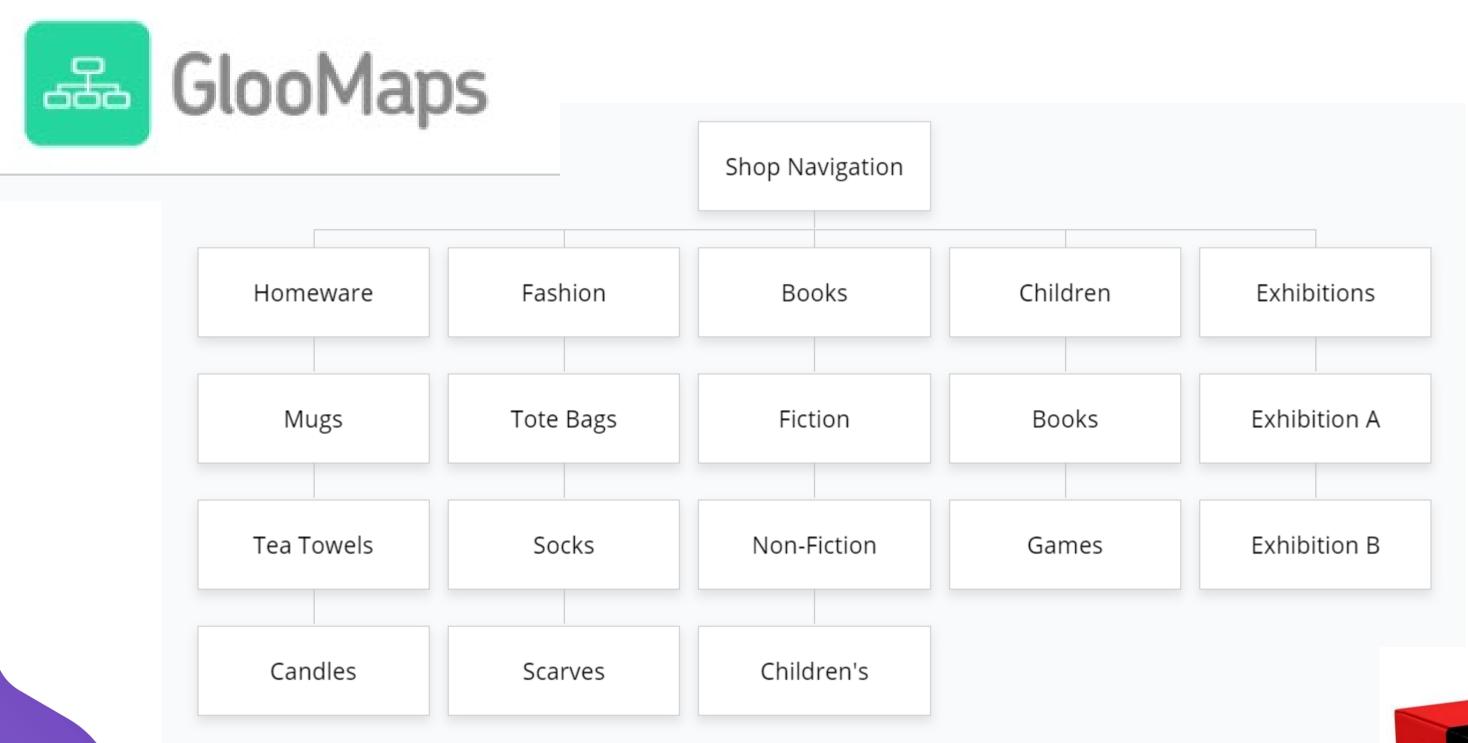
 Is this a good browsing experience? Or does it feel like a



 Should candles have their own category?



- If you have a sizeable range of something, it should be on your navigation
- A 'Candles' page could easily sit under 'Home'



Test out wording and avoid >





Best practice for your...PRODUCT PAGES

- Brings products to life and relates them to target customer and/or occasion
- Provides key factual information
- Highlights provenance / tells a story

Product pages communicate a lot of information

- Who is product for?
- What are the benefits?
 - When what occasion is it for? daily? a special occasion?
 - Where where would it be used? home? work?
 - How does it work?

Generally 1 to 3 sentences, plus bullet points

Retail is detail What to include in product specifications

- Artwork dimensions, framed/unframed, material, date
- Homewares dimensions, weight, material, dishwasher-proof, washable, where made
- Clothing sizing/size guide; material, washable, where made
 - Toys and games age-range, dimensions, weight, players
 - Food and drink ingredients, storage instructions, allergens, dimensions, weight

Good product images bring product to life

- Product from all sides, ie needs multiple images
- Hi-res zoom images, can 'feel' the texture of the product
 - Gives a sense of scale use hands, model or other items
 - Personality! reflect the tone of the organisation

ALL PRODUCTS

DONATE

BOOKS GIFTS

ARTIST EDITIONS

MEMBERSHIPS CONTACT US

Home / ARTIST EDITIONS / Jesus Is, Peckham Teacup, 2022







RENE MATIĆ | EDITION OF 50 **JESUS IS, PECKHAM TEACUP, 2022** £85.00

Digital print on fine bone china with 14ct gold detail Cup: Height 5.8 cm x 8.6 cm Saucer: 15.3 cm Edition of 50 Signed and numbered by the artist

This limited-edition cup and saucer is designed their solo exhibition upon this rock. The choice draws on the themes of domesticity that run th practice also engages with notions of 'Britishne that might attempt to deny or erase their exists

The cup of tea has become a symbol of British Britain is inextricably linked to empire. Equally, protest in Britain and beyond. Rather than bein can reflect what our design choices say about c

The image chosen for the design depicts graffit poses the question 'Jesus Is'. The phrase speal inquiries - a search for meaning, redemption a people find this, whether spiritual or otherwise.

This edition is produced by Duchess Fine Bone manufactured ceramics in England since 1888. with 14ct gold detail. It comes signed by the ar







All proceeds directly support the South London Gallery's programmes.



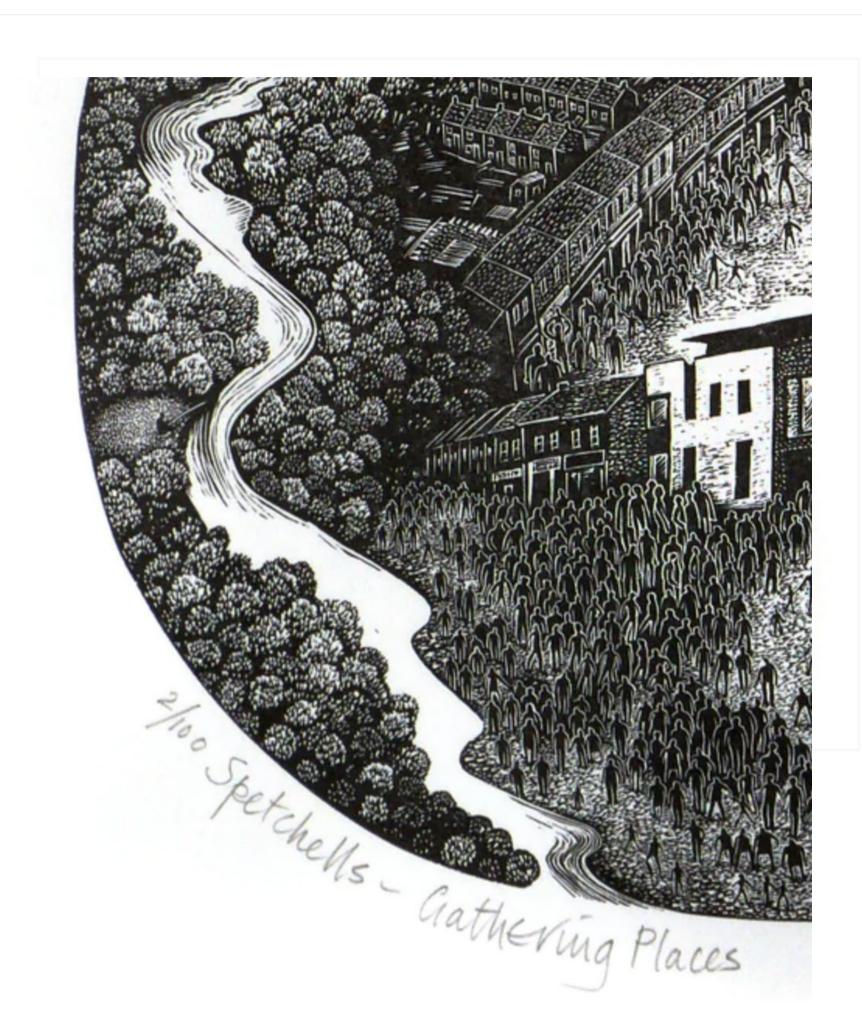




Spetchells £120.00 Artist: Hilary Paynter Medium: Dimensions: **Edition:** Postage & Packing Quantity 1 + Add to cart

More payment options

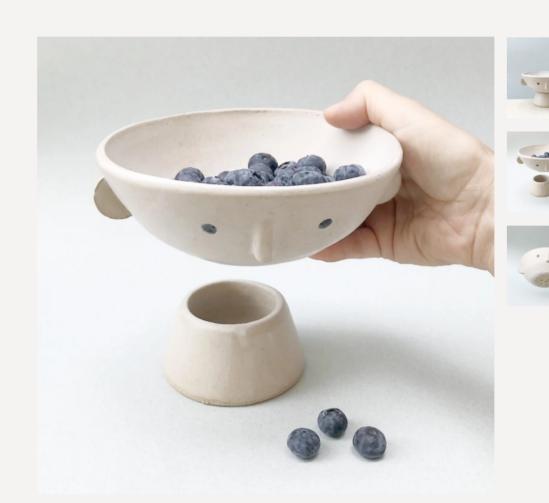
Buy with **shop** Pay



= Hi-res Zoom

KETTLE'S YARD

Kettle's Yard v Prints v Exhibitions v Books v Homeware & Gifts v Stationery & Cards v Christmas v



The Very Less Large Berry Bowl (2 parts)

More in this Collection



KETTLE'S YARD

Kettle's Yard - Prints - Exhibitions - Books - Homeware & Gifts - Stationery & Cards - Christmas -



David Stonehouse Beaker

£29.00

Glaze





NICHOLSON

RADAR

Add to Cart

We are here to help. Got a question? Ask us!

Cambridge-based potter David Stonehouse has created this collection of wheelthrown stoneware exclusively for Kettle's Yard. The range is inspired by his frequent visits to Jim Ede's beautiful Kettle's Yard home, and references some of its familiar motifs and hidden treasures. Some pieces are one-offs while others are repeated with subtle variations.

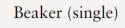
- Height: 10cm
- Diameter: 8cm
- Volume: 250ml Available in four designs:

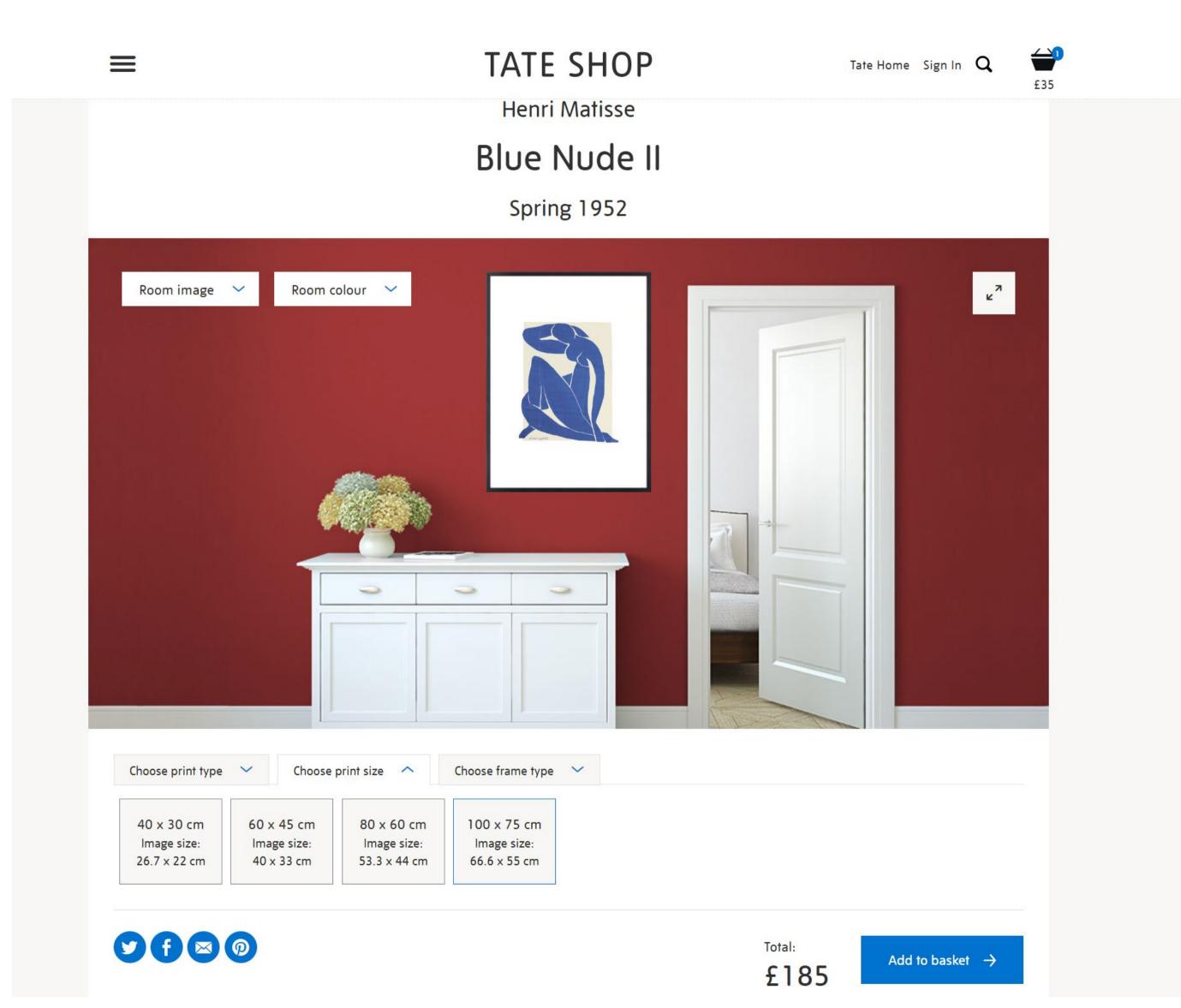
More in this Collection













Making the most of provenance...

- Highlight if made by an artist / maker / local business tell story of that person / business
- Highlight if made by hand, artisan method tell story of that method
 - Highlight if product exclusive to you

70

Subscribe here for 10% off your first order

Home > Art > All Artworks > RA Editions > Octoberbloom II











Product story

"My ambition as an artist is to open up new ways of picturing the now, the present... spilling, dripping, brushing, spreading, bleeding liquid material: paint engaging and enacting movement."

– Sir Frank Bowling, 2011

Created especially for an exhibition in the Royal Academy's Tennant Gallery, *Journeyings* showcased a collection of fourteen works on paper. Originating in a period of recovery for the artist, this body of work necessitated a smaller, more intimate scale, further accentuating the compositional elements that are distinctively Bowling.

Eleven years on, this edition revisits *Octoberbloom II* with incredibly effervescent results. A two-plate polymer gravure with relief printing and deep etching, it incorporates sixteen colours with fluorescent and pearlescent inks and is hand-finished with varnish.

Printed by Thumbprint Editions and published in partnership with Paragon Press.

Please note: purchases of this edition are limited to one per purchaser or household, subject to availability. Any purchases which exceed this limit will be treated as void. Should we subsequently discover that any such void purchases have been fulfilled, we reserve all rights against the purchaser, including the right to require return or onward delivery and compensation for any damage or loss.

The RA Editions programme generates valuable revenue for the RA and in particular the RA Schools.



About Sir Frank Bowling RA

Frank Bowling moved from Guyana to London in 1953. He won a scholarship to study at the Royal College of Art in 1959 and graduated in 1962 with both a Silver Medal in Painting and a travel scholarship which took him to South America and the Caribbean. He was a contributing editor at Arts Magazine from 1969 to 1972 and...

Go to artist page >

Tranquilise the Mind

£180.00

Artist: Josie Brookes

Medium: Screenprint

Dimensions: 62.5 x 55cm (paper size)

Edition: Edition of 7

Postage & Packing

Title

Tranquilise the Mind (unframed price)

Quantity

Add to cart

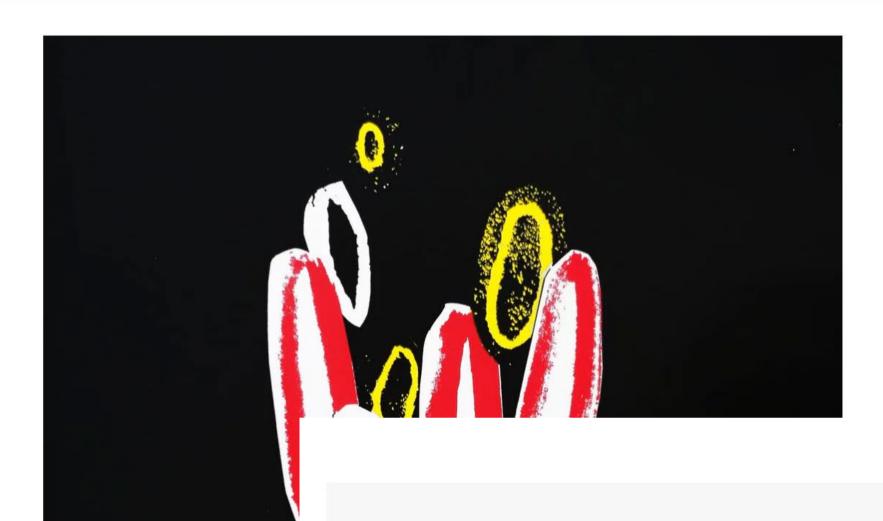
Buy with Shop Pay

More payment options

✓ Pickup available at Stepney Bank

Usually ready in 5+ days

View store information



Josie Brookes

Josie is a freelance Illustrator and art facilitator based in Newcastle upon Tyne, North East England, based at Mushroom Works Studios.

She specialises in illustration with a focus on colour experimentation, collage and print making techniques.

Josie was the Pop up studio Illustrator in Residence for 2019's Northern Festival of Illustration. She is also a associate artist for Chalk and regularly collaborates with AnimateCity on animation projects including music videos. Her published work includes children's books 'The Flower with Feelings' and 'The Making of U'.



2 0

Categories Gifts Christmas Shop by Maker Sale Maker Stories About Us



Happy Holidays Card by Sakina

£3.50

Tax included. + Shipping. Free shipping on orders over £40.

ADD TO CART

MEET THE MAKER

Hey, I'm Sakina

I'm a French-Moroccan artist and illustrator based in London. I'm passionate about celebrating diversity through my work, creating stories made of memories, everyday life and a desire for a better world. I found my illustrative voice weaving colours, shapes and social consciousness.

My work dives into themes of gender equality, mental health, and community. Illustration is a way to bring people together through shared values.

MORE BY THIS MAKER





Best practice for your... SHIPPING OFFER

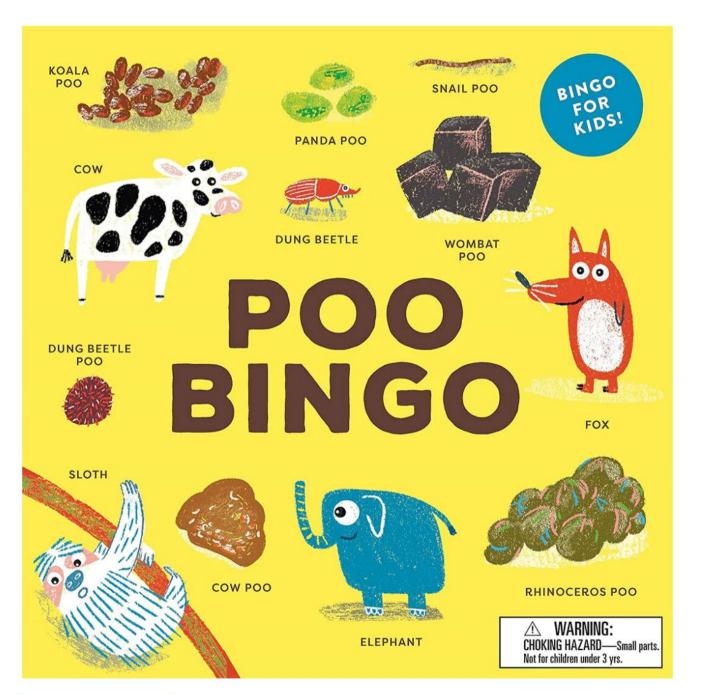
- Don't make people guess
- Make shipping info easy to find
- Be clear about shipping costs AND time

Free UK shipping when you spend £50! Use Code FREESHIPPING



Branded V Gifts V All Products V Science V Books v **Gift Card**

√ = Link from product page



Poo Bingo

£16.99 Tax included. Shipping calculated at checkout.

Your basket

Every purchase in our shop supports us as an educational charity

Continue shopping

Poo Bingo is our best-s

The first person to fill t poos wins!

PRODUCT

PRICE

£25.00

QUANTITY

TOTAL

Includes:

- Fully illustrated bo
- Chips
- Small container to
- 8 double-sided ga
- Counters
- Informative bookl

Planetarium Remove

£25.00

Add a note to your order

£25.00 GBP Tax included. Shipping calculated at checkout.





Science - Space - Toys - Books - Our Brand - Gifts - Christmas - All Products - Gift Card

Q გ 🧰

Shipping

- Standard UK postage and packaging costs £3.99. Express UK postage and packaging costs £4.50. Standard UK shipping is free with a £50 purchase.
- Europe postage and packaging costs £6. If your order is above £135, you will need to pay customs charges. We The Curious is not responsible for these charges.
- We aim to process all orders within 3-5 working days of you placing your order.
- All orders are dispatched via Royal Mail. Standard postage will be sent second class. Express postage will be sent first class.
- Customers should expect to receive orders within 7 business days.

√ = Simple, easy-to-read

= Addresses biggest customer group first

Learning from our usersto inform our merchandising









Signals

And sometimes users type things in to our websites too...



Using signals ... on your product page

- Make use of 'interest signals'
- Improve online journey
- Provide more relevant buying options

KETTLE'S YARD

Kettle's Yard v Prints v Exhibitions v Books v Homeware & Gifts v Stationery & Cards v Christmas v





£36.00

Add to Cart

We are here to help. Got a question? Ask us!

Wheel thrown mug in British stoneware clay with a hand pulled handle, glazed using natural materials in gloss white with slight flecks.

Width approx 9cm excluding handle; 13cm including handle Height approx 8cm

Due to the handmade nature of this item subtle variations in form and finish are to expected and the item you receive may differ from the photograph. Hand washing is recommended to ensure longevity of each piece.

About the maker

Rya Nicholson is a ceramicist working in Norwich, designing and making functional dinnerware and vases, focussing on form and tactility. Each piece is hand thrown on the wheel and glazed in natural materials to create unique surfaces.

f 💆 🔞



More in this Collection







You also Viewed













√= Browsing history







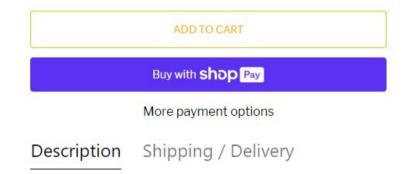




Lobster Tea Towel

£11.95

Quantity



Join the blue lobster cult!

This group of cool blue lobsters are rocking this organic cotton tea towel bringing some contemporary crustacean feels into your kitchen. A fun and funky tea towel which knocks the spots off traditional tea towel designs to bring a maritime moment when it's time to dry hands and pots.

100% organic cotton tea towel measuring 48 cm x 78 cm.

ជជជជជ No reviews

Recommended products...







√ = Thematic recommendations

Turner Contemporary

All products Featured Artists + Prints, Editions & Posters + Books Homeware Clothes & Accessories + Jewellery + Children's Souvenirs Sale Greeting Cards

Get 10% off your first order.
Offer excludes prints.
Join our mailing list >

0

Free UK Delivery
on all orders over £75 >

8

Click & Collect
Free local pick up Wed - Sun

₽

Christmas Deliveries
Order by the 17th December

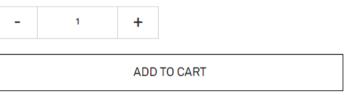
Home > Homeware > Striped Neyron, Powder & Petrol Eco Dinner Candles, Set Of 4



Striped Neyron, Powder & Petrol Eco Dinner Candles, Set Of 4

£22.00

QUANTITY



BUY WITH **shop** Pay

MORE PAYMENT OPTIONS

A brand new collection of our hand poured, eco, fair trade dinner candles; here striped in bold bands of Neyron, Powder & Petrol Blue.

Perfect for special occasions these unique candles make a wonderful

Mixed Pack of 4

24.5cm Tall

8-9 hour burn time, with a tall clean flame.

Non-drip

Fair Trade made

100% Stearin wax (Veg origin)

Pure cotton wick (Lead/Metal free)

Ecological colour dyes, Paraffin free.

No animal derived ingredients Hand poured in Indonesia Make use of browsing data to offer other relevant options on Product Page

You Might Also Like:



Twist Neyron & Beryl Green Eco Dinner
Candles
£20.00



Spiral Mixed Bright Dinner Candles £35.00



Twist Grass & Bokhara Eco Dinner Candles

£20.00



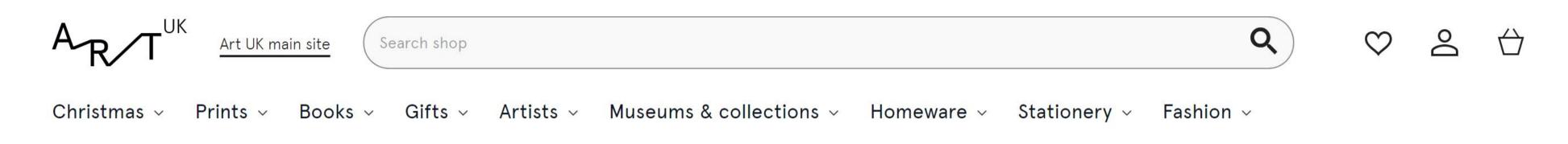
Gunmetal, Opaline & Marigold Eco Pillar Candle, 15cm £22.00



Using signals ... from your search box

- Learn what users are looking for
- Learn what users can't find

= Large prominent search box

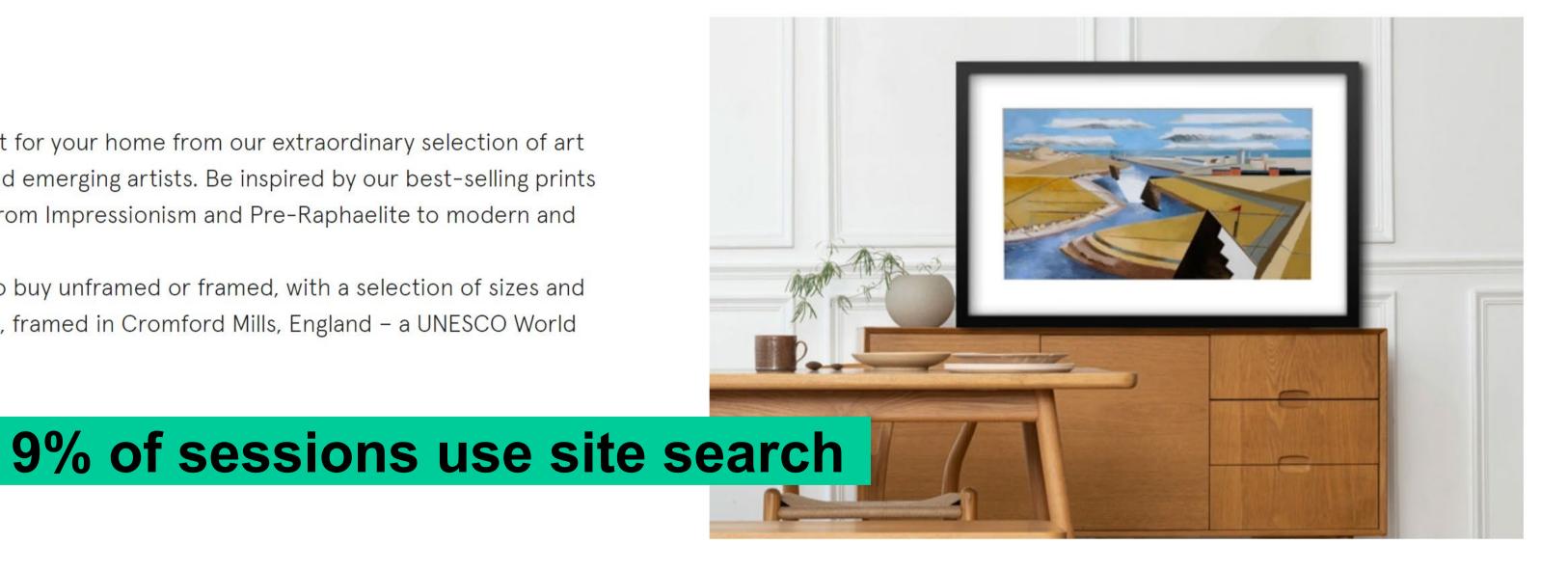


Home > Prints

Prints

Find the perfect wall art for your home from our extraordinary selection of art prints by well-known and emerging artists. Be inspired by our best-selling prints or explore art themes from Impressionism and Pre-Raphaelite to modern and abstract art.

All prints are available to buy unframed or framed, with a selection of sizes and finishes to choose from, framed in Cromford Mills, England - a UNESCO World Heritage site.





Most searched terms

Search term		Event count	
	Totals	1,138,041 100% of total	
1		1,126,456	
2	Kyffin williams prints	105	
3	Lowry	74	
4	kyffin william prints	66	
5	Kyffin Williams prints	50	
6	wilhelmina barns graham prints	49	
7	Munnings	42	
8	lowry prints	42	
9	Christmas cards	39	
10	Coaster	35	
11	Placemats	35	
12	lowry	35	

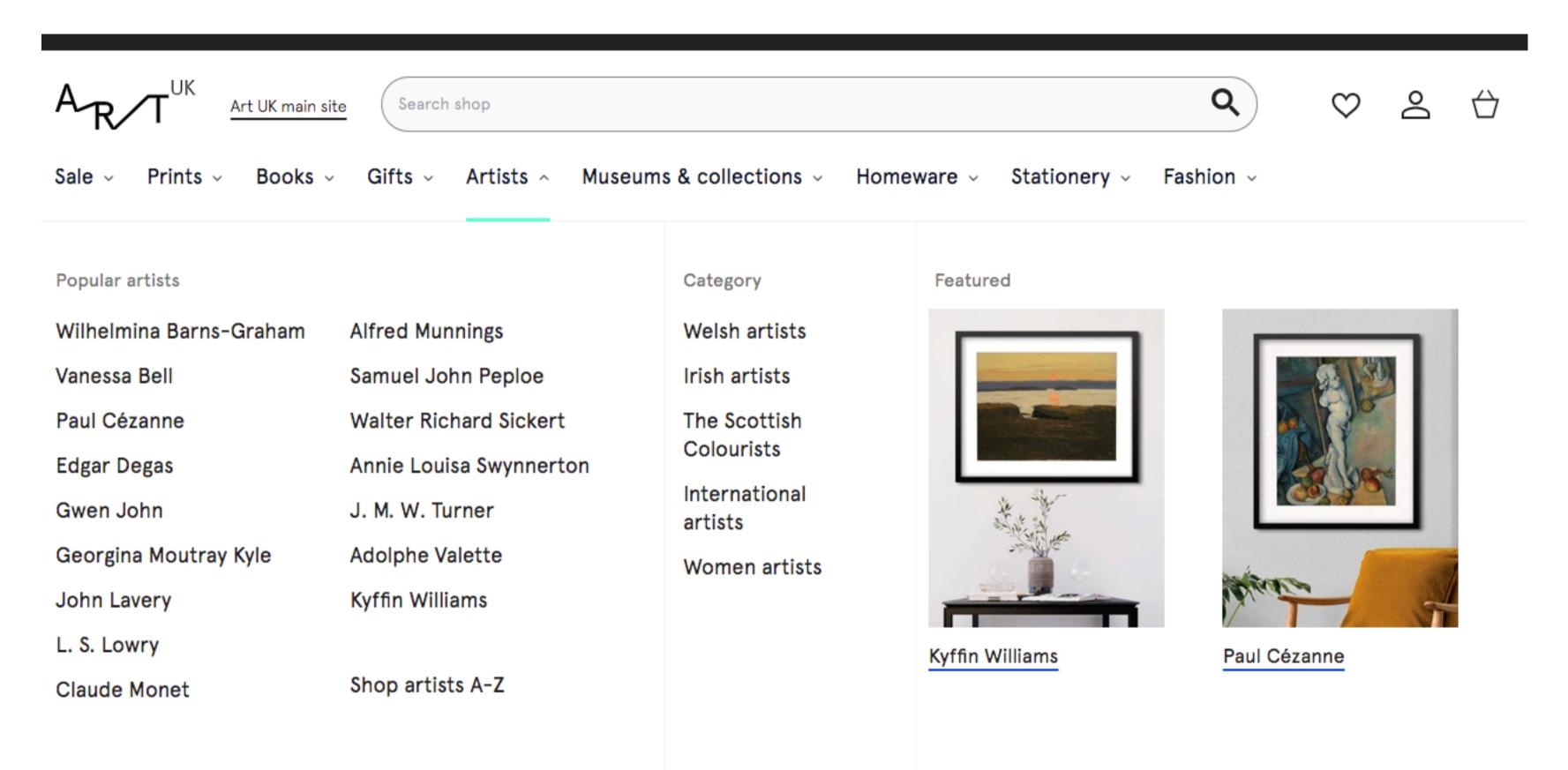
1. There is a longtail!

2. Check if easy to reach via Nav

3. Check search results returned

221 searches related to Kyffin Williams

✓ = Listed on navigation, with visual



Sale v Prints v Books v Gifts v Artists v Museums & collections v Homeware v Stationery v Fashion v

Home > Artist > Williams, Kyffin, 1918-2006

Williams, Kyffin, 1918-2006

Sir John Kyffin Williams was a Welsh painter and printmaker, loved for his depictions of rugged landscapes and Welsh farming life. Widely acknowledged as one of the most influential Welsh artists of the twentieth century, his bold application of paint and idiosyncratic palette-knife style made his works immediately recognisable.

Choose from our selection of prints with a range of framing options available, and enjoy the natural beauty of North Wales.

Showing 299 results

Filter options 😂

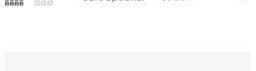




Sort options: Position

~

 \odot











The Way to the Cottages

Coastal Sunset

£15.00

Farmers on the Carneddau

Tryfan No. 2

No. 2

£15.00

By Kyffin Williams (1918-2006)

















✓ = Visuals and text

✓ = Bestselling displayed first

? = Are these bestselling? Particularly relevant

kyffin

Q

Categories (4)

Gifts > Ranges

Gifts > Christmas > Gifts £10 - £25

Gifts > Christmas > Gifts under £10

Books > Artists in focus

Artist (1)

Kyffin Williams (1918-2006)

Products (342)



Kyffin Williams `Gwladfa Kyffin/Kyffin in Patagonia' hardback £9.99



Kyffin Williams `Gwladfa
Kyffin/Kyffin in
Patagonia' paperback
£6.99



Kyffin Williams (1918–2006) £15.00

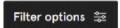
View all 347 results \rightarrow



Kyffin Williams (1918–2006) £15.00

Search results for: 'kyffin williams'

Showing 342 results



Did you mean

Related search terms

kyffin william

Williams kyffin wi williams print williams no

kyffin william



Kyffin Williams (1918-2006)

£15.00

By David Griffiths (B.1939)

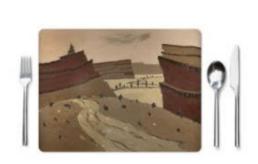


Kyffin Williams (1918-2006)

£15.00

0

By David Griffiths (B.1939)



0 Kyffin Williams 'Los Altares' placemat

£12.00



Sort options: Relevance V

Kyffin Williams 'Los Altares' coaster

£3.00

0

= Are these bestselling? Particularly relevant



Kyffin Williams 'Euro Hughes'

placemat

£12.00

Kyffin Williams 'Euros Hughes' coaster £3.00



Kyffin Williams 'Lowlight Eryri' placemat

Kyffin Williams 'Los Altares' mug

£8.99

0

£12.00



No results found

Search Query	Results	Hits
Dorothy steel	0	67
Matisse	0	60
rothko	0	51
klimt	0	43
peter howson	0	40
kluet	0	33
Kandinsky	0	30
t-shirt	0	27
theatre posters	0	20
Wilhelmina barns-graham print	0	18
Jackson pollock	0	18
Barbara Rae	0	18
Grayson Perry	0	18
Barnes Graham	0	18
hashim akin	0	16
hashim lakin	0	16
beryl cook	0	15
magritte	0	15

1. Do we have stock relevant to this item?

2. Should we consider stocking something relevant?

How good is your 'searchandising'?

- Really good we think about this actively and use these methods
- Room for improvement we've done some of this, but could try more
- Bombshell this is all new to me, we've never thought about this before

So far we've learned about ...

Attention

Homepage

Category page

Checkout



Hurdles

Navigation

Product Info

Shipping



Signals

Search Box

Browsing behaviour



... the magic of landing pages

So what is a landing page?

... it's a page that a visitor 'lands' on from clicking on an email campaign, PPC ad, organic search result, blog article

So what's special about that?

... it's a way in to your site. Like the shop door

... you know something about what they're interested in



EVENTSMEMBERSHIPSHOP

12 DAYS OF CHRISTMAS

15% OFF EXHIBITION BOOKS

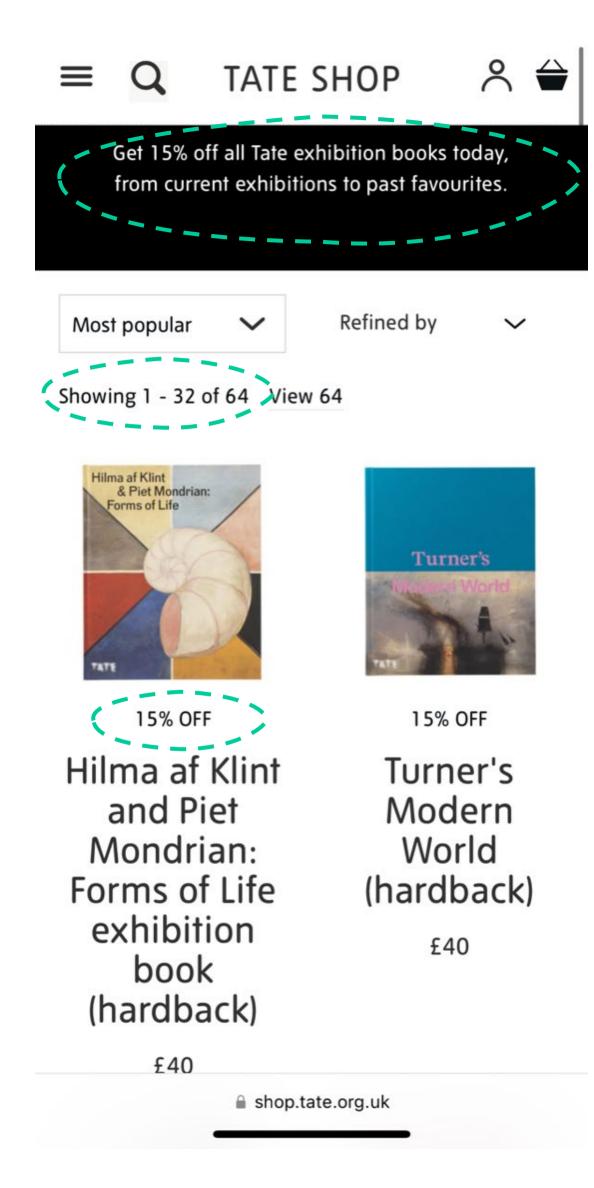


In need of some gifting inspiration?

For the next 12 days, enjoy 15% off curated gift ideas shared straight to your inbox. Each offer only lasts a day, so don't miss out!

Today, get 15% off all exhibition books, from Sarah Lucas to Hilma af Klint and Piet Mondrian.





√ = Repeats offer

= Repeats styling

= Repeats product

... the magic of landing pages 2

Multiple entry points to your site

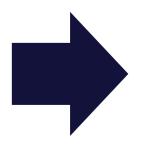


- Whizz people to a relevant part of the site
- Re-inforce the original message/hook to maximise conversion rate









Increased Online Revenues

Online Merchandising

The 5 R's of Merchandising



Co-op store, pre War.

- Right **Product** ...
- Right Customer
- at the Right **Time**
- at the Right **Price**
- in the Right Quantity



Hurdles



Attention



Signals







Get in touch

Send us an email digitalnetwork@artscouncil.org.uk

Join the mailing list digitalculturenetwork.org.uk

Join the conversation

@ace_dcn

#DigitalCultureNetwork

