

JAY SCHWEDELSON

PRESIDENT & CEO WORLDATA

SLIDES: JayS@Worldata.com

@Worldata

WORLDATA: who we are

Started in 1975 **120 Team Members**

Clients Include Over 500 Leading Brands:

















Parent Company of:





Index

Data Acquisition, Demand Generation, List Rental, Cost Per Lead

Data Hygiene – Data Append – Data Organization and Hosting

Consulting and Strategic Planning

CORE MEDIA: EMAIL, DIRECT MAIL, SOCIAL MEDIA, WEB MEDIA

Largest Buyer of Permission Email Media in North America

Who am I? Jay Schwedelson

Who am I?

Jay Schwedelson – President & CEO Worldata

DMA Board of Directors

MARKETING EDGE (DMEF) Board of Directors [Direct Marketing Educational Foundation]

Founder of DMA Email Council — Largest Industry Email Group

Crain's Magazine Who's Who — '05,'06,'07,'08,'09,'10,'11,'12,'13

Advisory Board Member University of Florida





RESEARCH INFORMATION

- Worldata executes over 30,000 Email and Direct
 Marketing Campaigns on Behalf of Clients Each Year.
- We are the largest buyer of permission email media in North America.
- Our research division, Worldata Research, provides free industry metrics based on these programs.
- Email Research is based on over 2 Billion transmitted messages annually



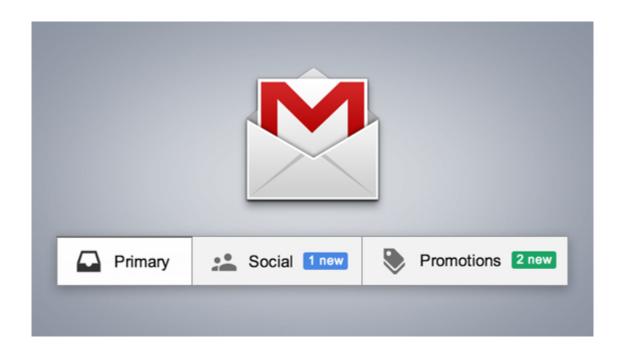


So What is The Hot Topic In Email Marketing Right Now?







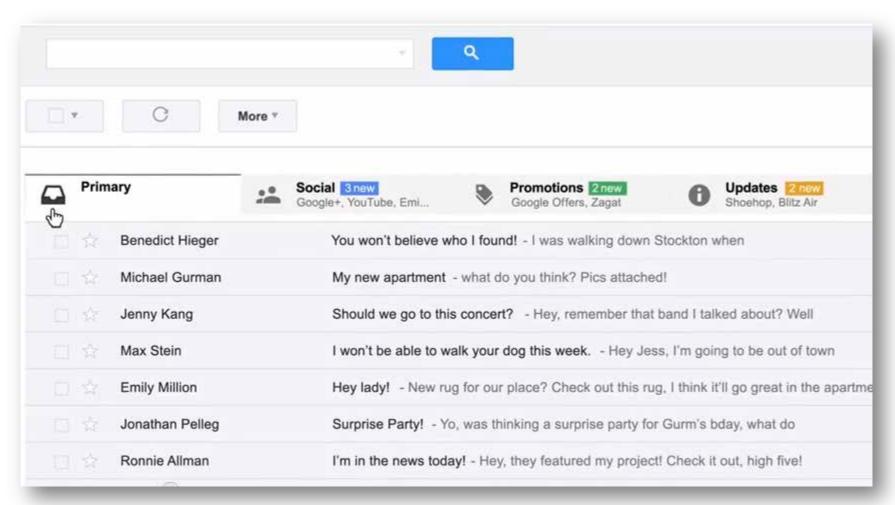






Should We Panic?

Launched May 29th, 2013

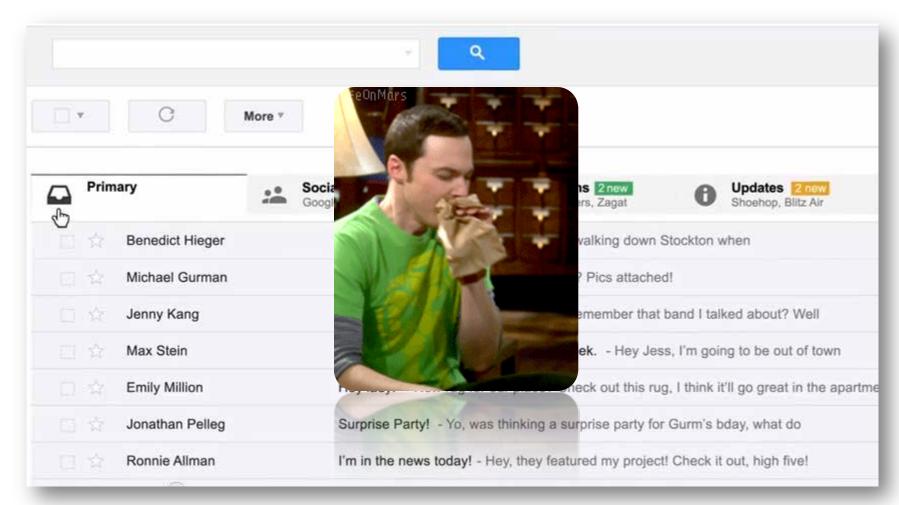






Should We Panic?

Launched May 29th, 2013







GMAIL: Average Percentage of Customer Database

Consumer: 16% - 29%

Business: 8% - 19%





BuzzFeed FWD

















ENTERTAINMENT

VIDEO

MORE

NEW! Travel!

























Advertisers Reduced To Begging By **Gmail's New Tabbed Inbox**

Gmail's new tabbed inbox is wreaking havoc on newsletter subscriptions. Companies are trying to claw their way back into users' primary inboxes.

posted on August 6, 2013 at 6:18pm EDT



Share





y Follow





Connect with BuzzFeed Tech













your email address

Sign Up!



Stay organized and in the knowdon't miss out on exclusive offers, new arrivals, cool trends, and style tips. Just follow the two simple steps below.



1. Drag a Gap email from the Promotions tab and drop it into the Primary tab.



Twitter's Plan To Get Your Atten



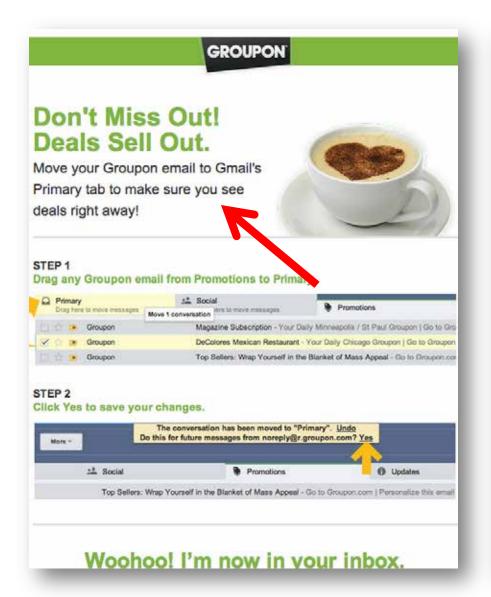
The One Way You Definitely She Promote A \$300 Bluetooth Wat







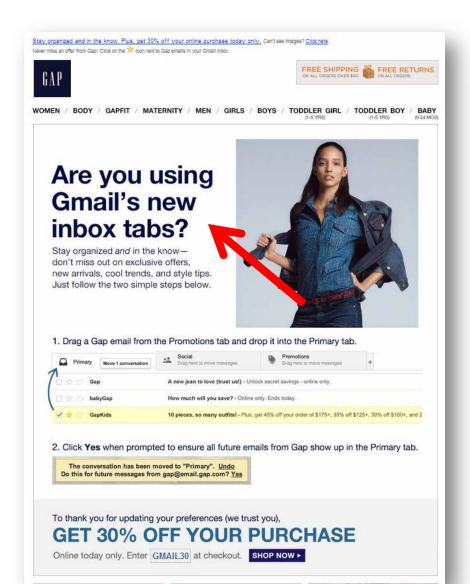








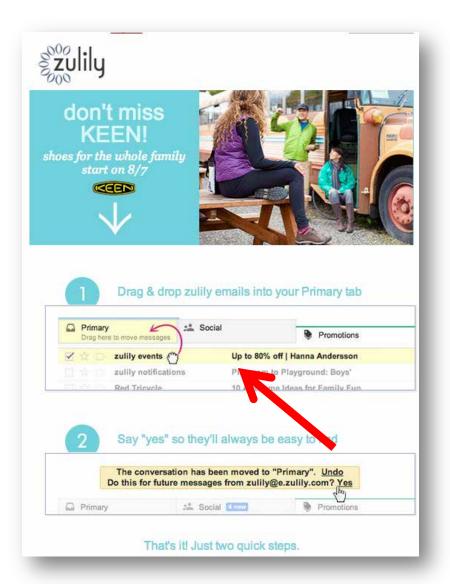


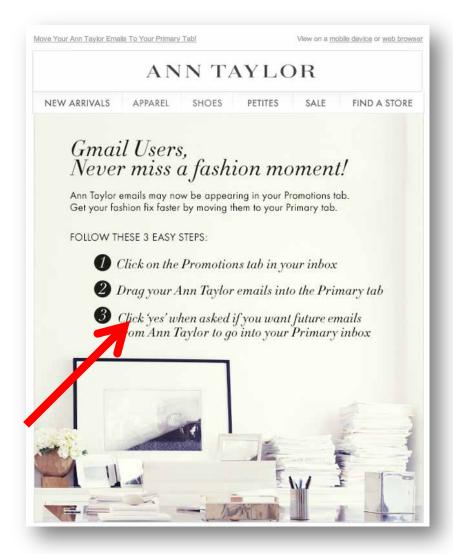






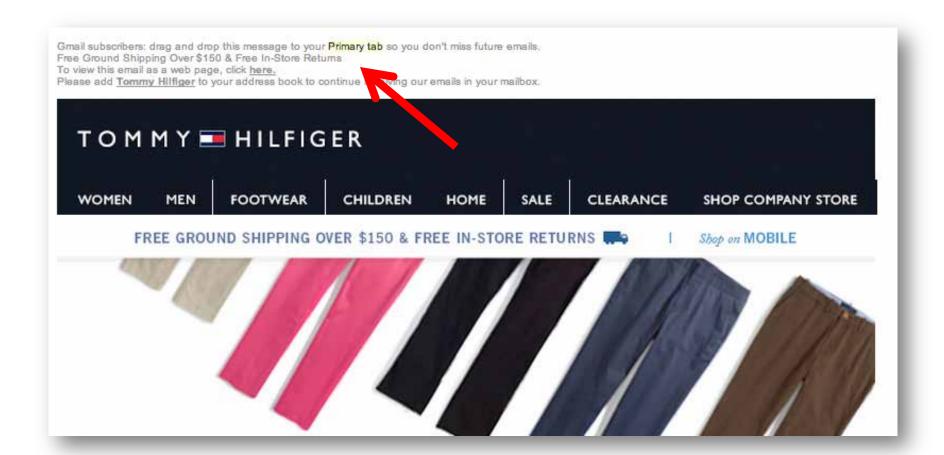
















Don't Miss Out On A Good Thing...

Drag Chico's emails onto the tab labeled "PRIMARY" & reply "YES" to keep future emails going into your primary inbox.

Today only! \$9.99 & up jewelry, 40% off already-reduced style & more unforgettable deals. Shop the sale!

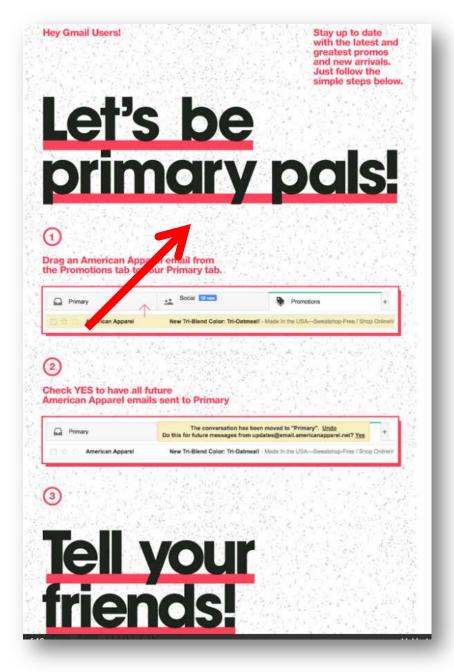
View on a mobile device or web browser.

M FORWARD TO A FRIEND













FACT: GMAIL is Big

- 450 Million Users
- 13% of All Active Email Accounts
- But....





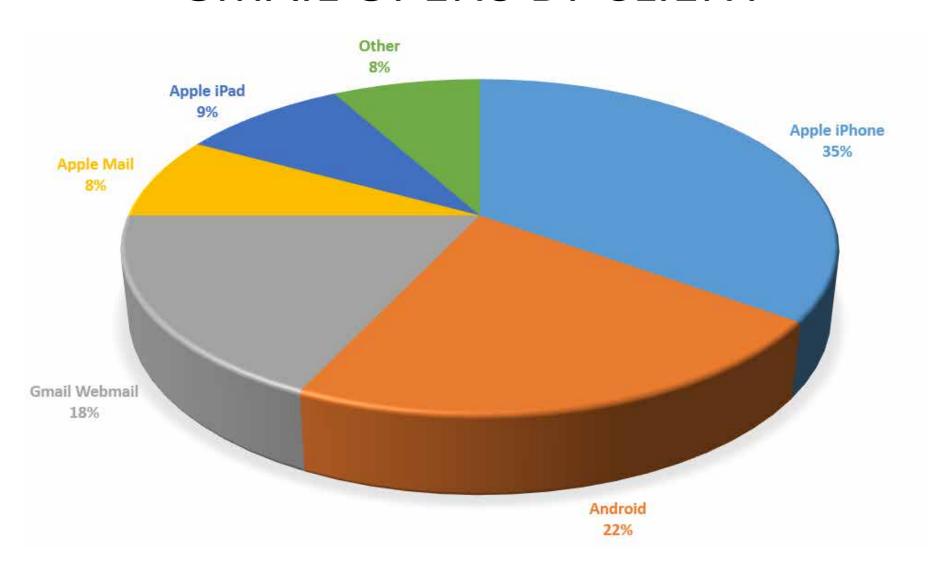
How GMAIL Users Open Email

Over 80% of All Opens From Individuals Who Use a Gmail Address Come From NON-GMAIL Environments.





GMAIL OPENS BY CLIENT







GMAIL OPENS BY CLIENT

Other 8% Apple iPad So Here Is The Simple Math... • 25% of Your Database Are GMAIL Users (estimate) • 80% of Those People Are Reading Messages Outside of **GMAIL** Environment TABS Adoption Rate is at 25%-30% so Far RESULT: 1-3% of Your Total Subscriber Database is Likely Viewing Email With The TABS Feature. Android 22%





So This All Means What?

- It is Critical To Measure Performance At The Email Client Level
 - How are users of yahoo responding vs. gmail etc...

Offers will be responded to AFTER they have expired!

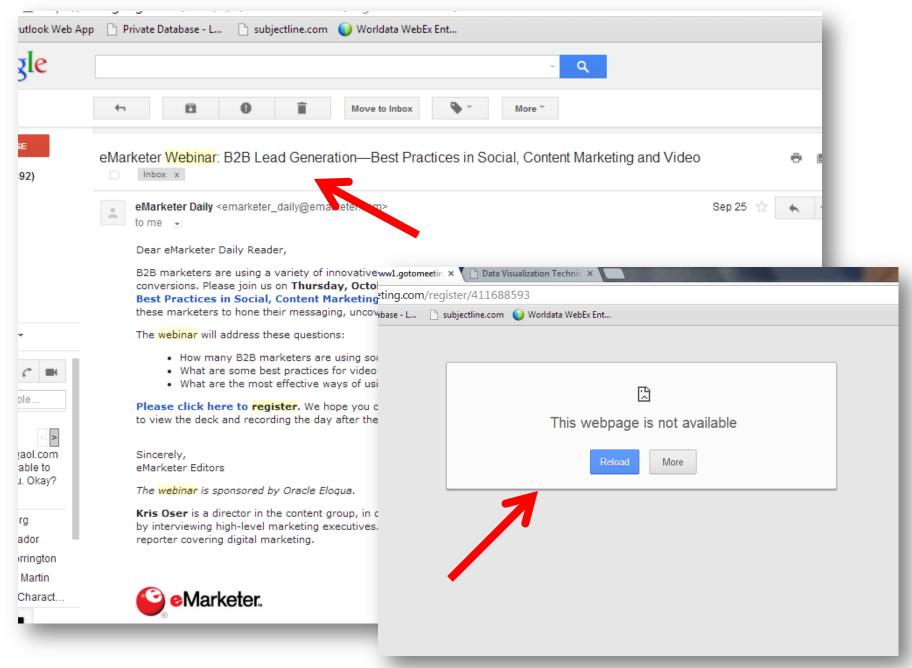




What Happens If You Click On An Email Offer After It Expires...











Clicks After Offer Expires

22% of All Clicks Will Occur AFTER Primary Offer Expires.

The Lifetime Value of New Customers Who Respond to an Email AFTER Primary Offer Date Expires is 185% Higher (225% Higher BtoB)

Than Those that Respond During Regular Offer Period.





Final hours! 35% off your purchase





gap.com <gap@email.gap.com>

to me 🔻

Online and in stores. Ends today, 10/2, Can't see images? Click here.



FINAL HOURS!

35% OFF YOUR PURCHASE

Online: enter GAP24HR at checkout. In stores: present email to cashier. Cashier enter GAP24HR.

Ends today, 10/2.

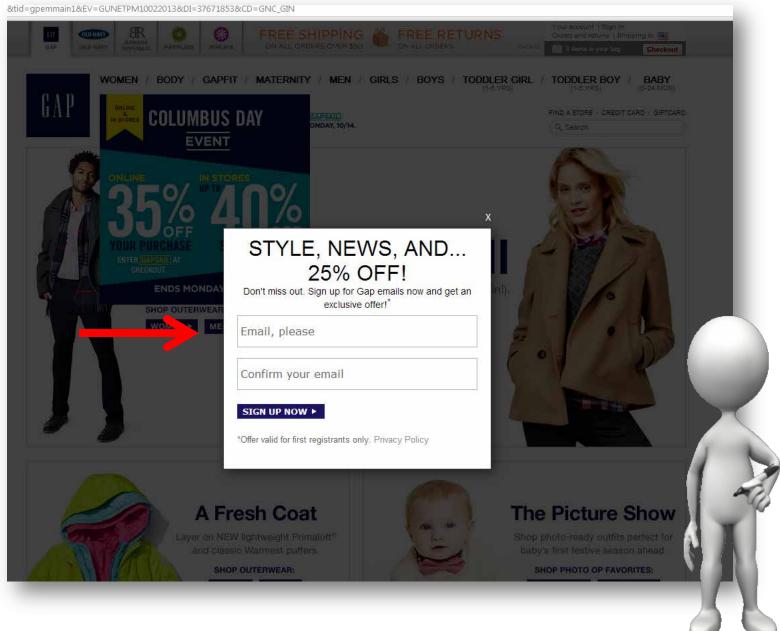


PRIVACY POLICY | UNSUBSCRIBE

Offer valid October 2, 2013 at 12:00 am ET to 11:59 pm ET online and at Gap, GapBody, GapKids and babyGap stores in the U.S. only (including Puerto Rico). Offer not valid at Gap Outlet or Gap Factory Stores. Not valid on the following Gap merchandise: Leather and Suede Apparel, Denim Long Bottoms, 100% Cashmere, Women's Underwear, Kids & Baby Sleepwear, Kid's Uniforms, Kid's Backpacks & Bags, First Favorites, Playtime Favorites, and Cords. Discount applies to merchandise only and excludes GQ, LP by Linea Pelle, Seavees, Minnetonka, '47 Brand, Linea Pelle, Vismaya, Baggu, Jonathan Adler, Casio, Clap, Coloud, Native Union, Moleskine, Sarut, Alice Ritter Brooklyn, bkr, Folkmanis, Diggin Active, Rubbabu, Bioworld, FunkyTech, NuCourse Distribution, Décor Craft, Toysmith, Scratch Tracks, Kid-O, Viking, Jelly Cats, Kidrobot, Eco-Kids, Uncle Goose Blocks, Fashion Angels, Verla, Lunchskins, International Arrivals, Chronicle Publishing,

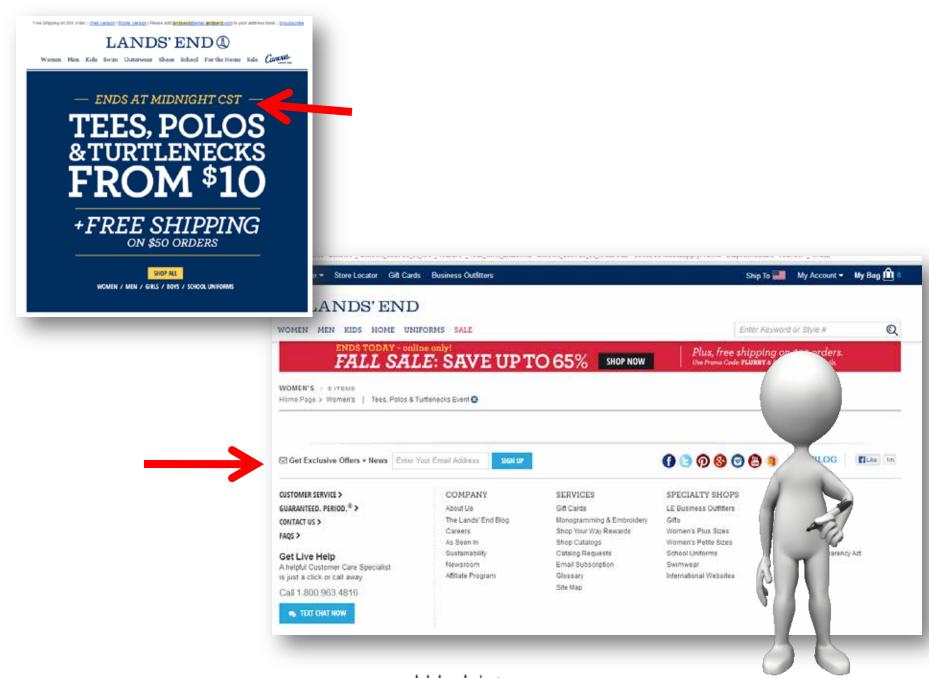
















Social And Email...





SOCIAL SHARING IN EMAIL: <u>Everyone but me will tell you the</u> <u>exact opposite advice...</u>







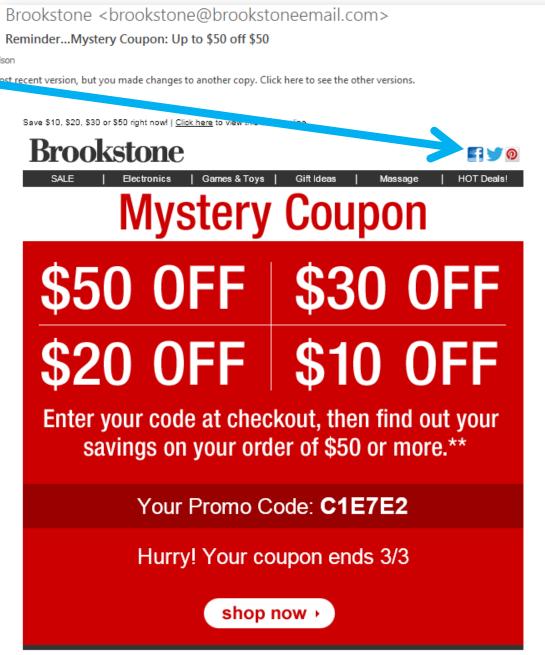
Are Social Sharing Buttons Good For Email Response Rates?

Click-Through Rates
Within an Email Message
on Offer Related URL's
Increase by 11% When
Social Sharing Buttons
are NOT Included in the
Message





Every Email Has a Goal





It's Time to Celebrate!





Consumer:

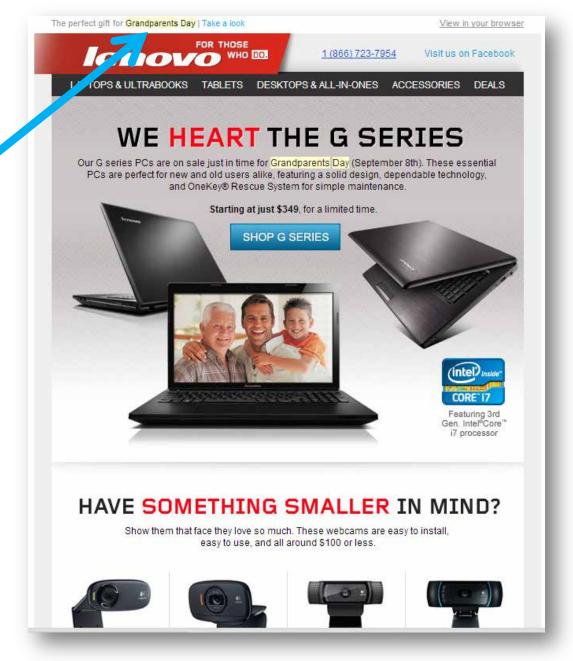
'Celebration Related' Emails Generate a 29% Higher Open Rate Than Regular Emails.

Business:

'Celebration Related' Emails Generate a 21% Higher Open Rate Than Regular Emails.

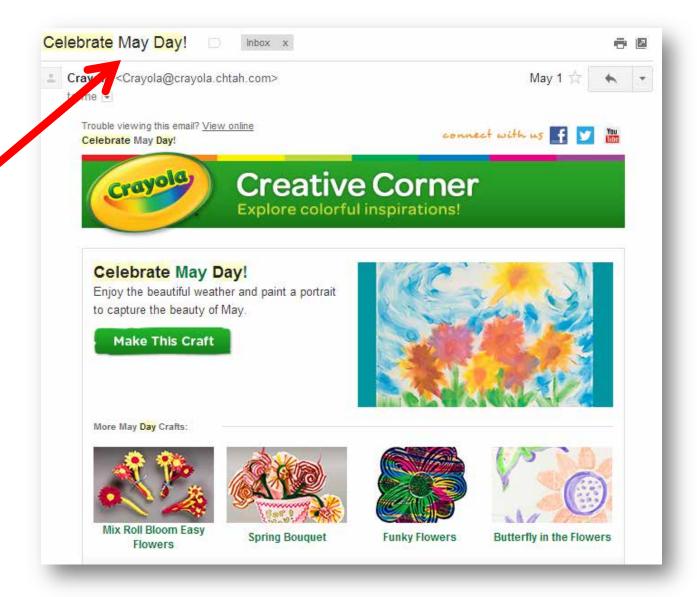


















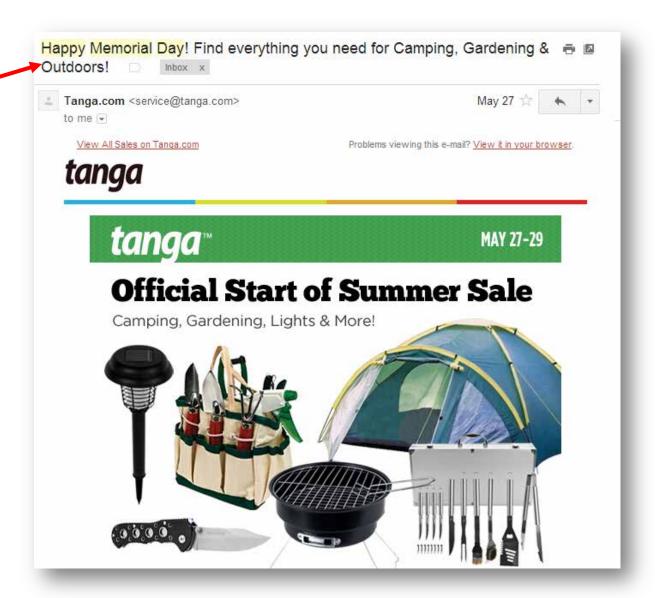






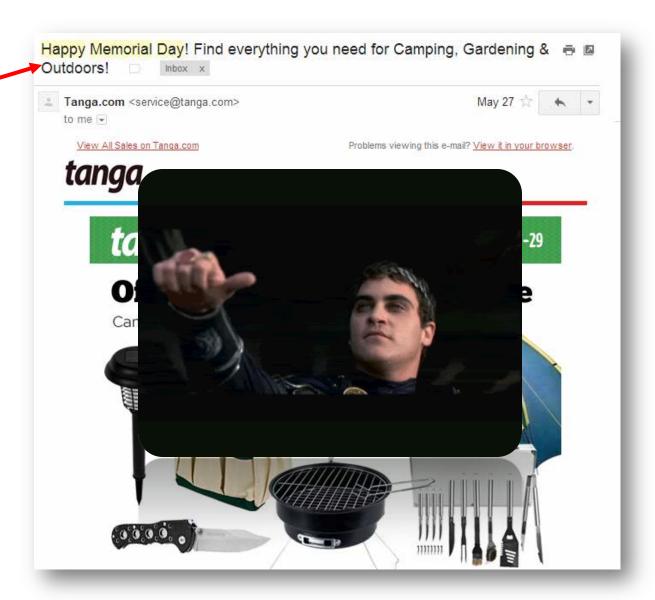






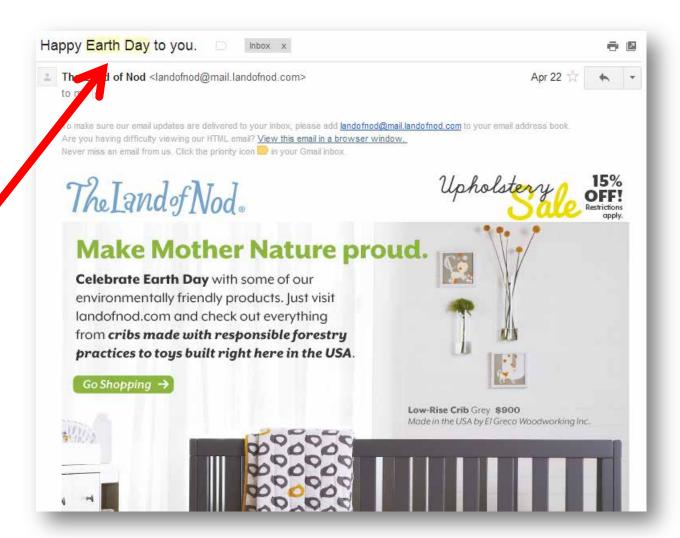






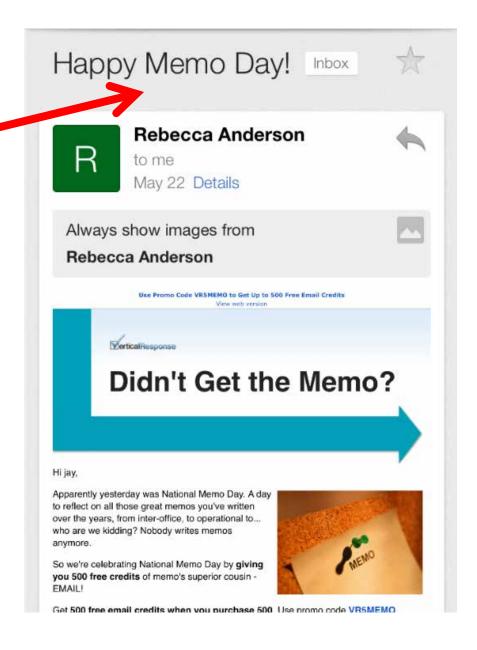












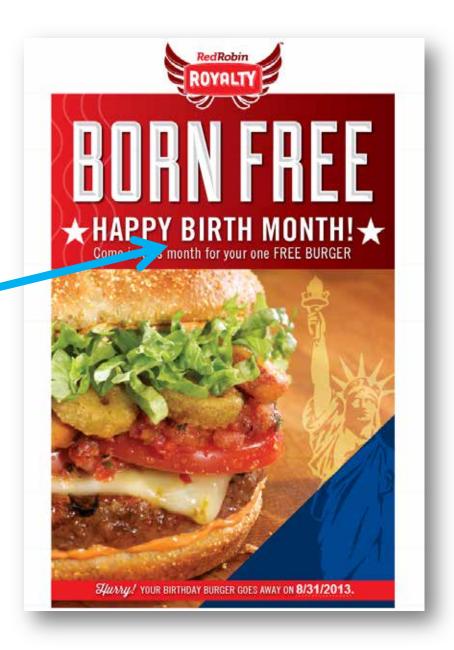
















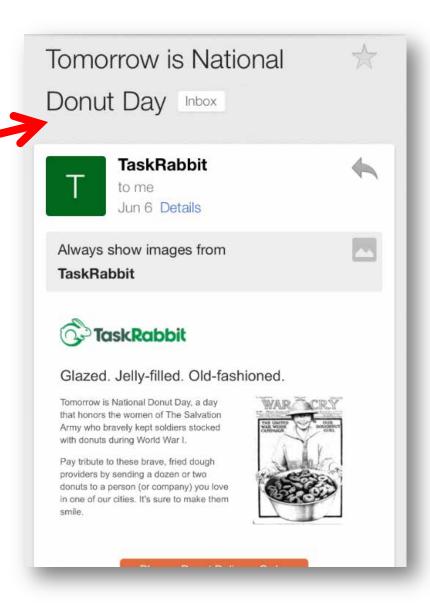
Wednesday, October 16

Boss's Day 2013













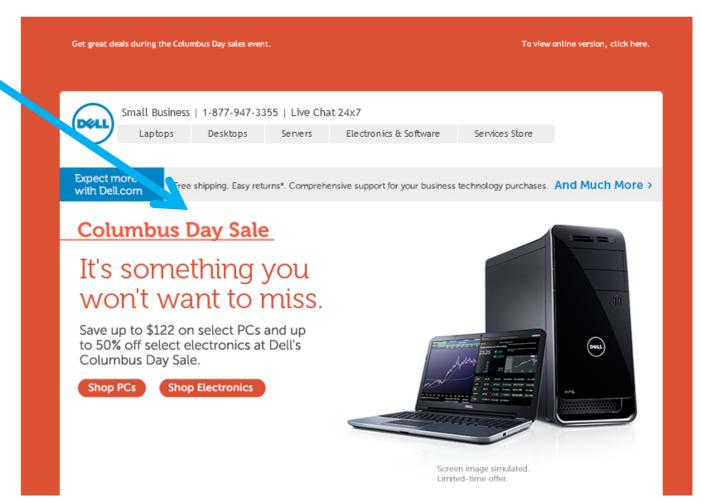


Thu 10/10/2013 10:19 AM

Dell <dell@dellsmalloffice.usa.dell.com>

Columbus Day Sale.

To Jay Schwedelson



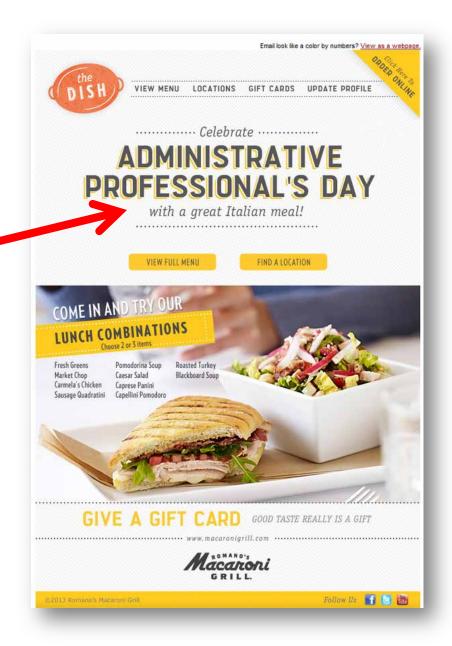






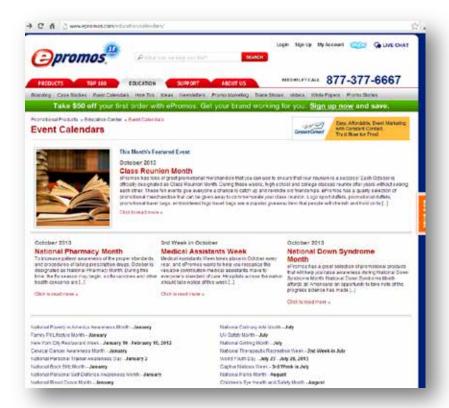












International Calendar Awareness Month - December



Hand Washing Awareness Week - 1st Week in December



National Hand Washing Awareness Month - December





Email Marketing IS Mobile Marketing







Did You Know?

54% of Primary Email
Opens (First Open) Occur
on Mobile





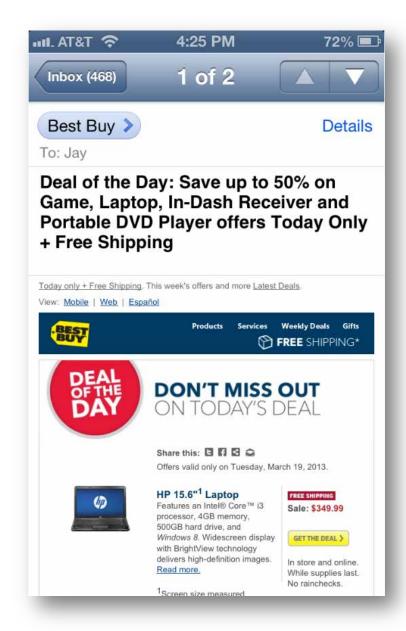
This Is The Decade Of The Finger!







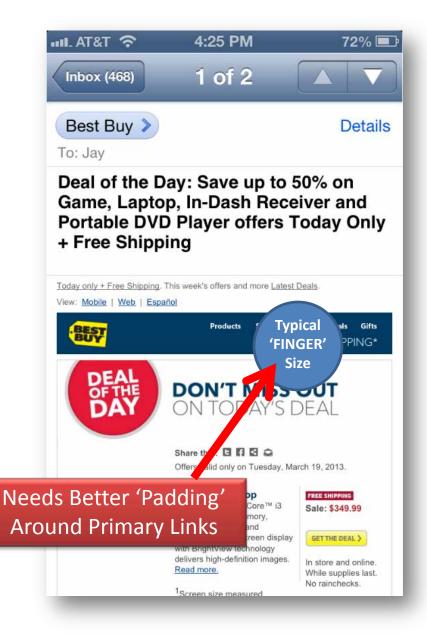
- •Typical adult finger covers 45 pixels when pressed against a mobile screen.
- Make sure that calls-to-action are padded at least 15 pixels to tap errors.







- Typical adult finger covers 45 pixels when pressed against a mobile screen.
- Make sure that calls-to-action are padded at least 15 pixels to tap errors.

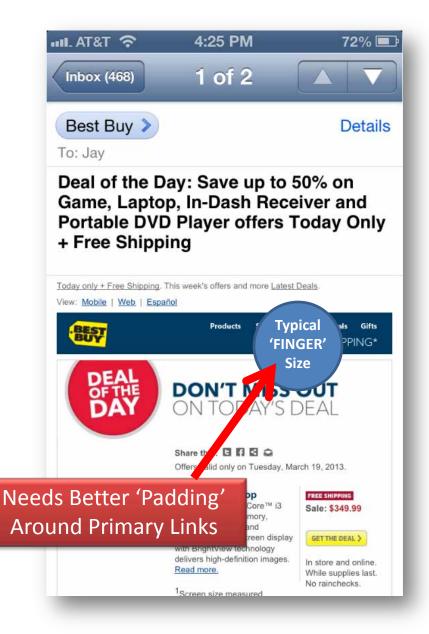






I am a THUMB guy. So that is even worse!









Quick Stat

Emails with primary click-through options without 15 pixels of padding have

BtoC: 32% lower overall conversion

BtoB: 28% lower overall conversion

Reason: 'Tap Errors' account for nearly 1/3 of all click-throughs for these messages.









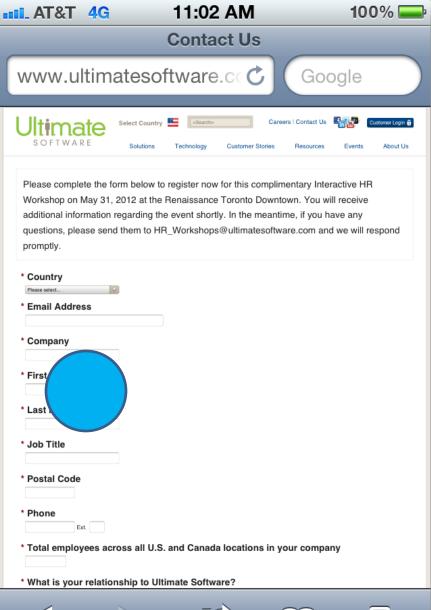


Tap Errors Happen On Landing Pages Too



























Did You Know?

Landing Pages
with a "Mobile
Website" Version
Received a 32%
Higher Conversion
Rate





No one has ever said 'that button is too big'

Body Copy: 16px+

Headlines: 22px+

Buttons: 44px by 44px

Space Around: 15px





Why do you want people to leave?













Advance your career

Whether you want to update your skills, advance your career or pursue a new focus, a professional certificate from Georgetown University can provide the credentials you need for advancement. The Georgetown University Center for Continuing & Professional Education (CCPE) offers 20 professional certificate programs.

Classes are now enrolling for

- Project Management
- · Leadership Coaching
- Government Executive Leadership
- Budget & Finance
- Paralegal Studies
- <u>Litigation Technology/</u>
 <u>Legal Project</u>
 Management

- Strategy & Performance Management
- Organizational
 Consulting & Change
 Leadership
- International Migration Studies
- And more...

Spring application deadlines are approaching for: Leadership Coaching and Organizational Consulting and Change Leadership. Complete your application today, or contact us with questions.

CENTER FOR CONTINUING & PROFESSIONAL EDUCATION

Enroll Today for Spring

Learn More





About Georgetown

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to improve themselves and
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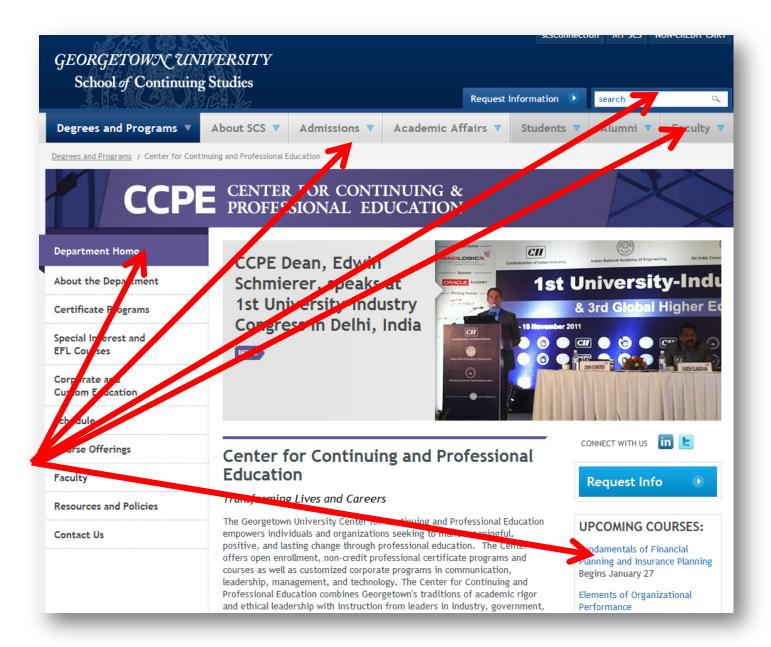
To view our Terms of Use & Privacy Policy, please click here

CCPE certificates programs have been certified to operate in Virginia by the State Council of Higher Education for Virginia (SCHEV).

This message is from Harte-Hanks on behalf of Georgetown University



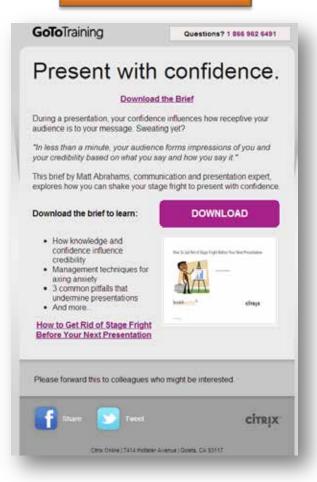




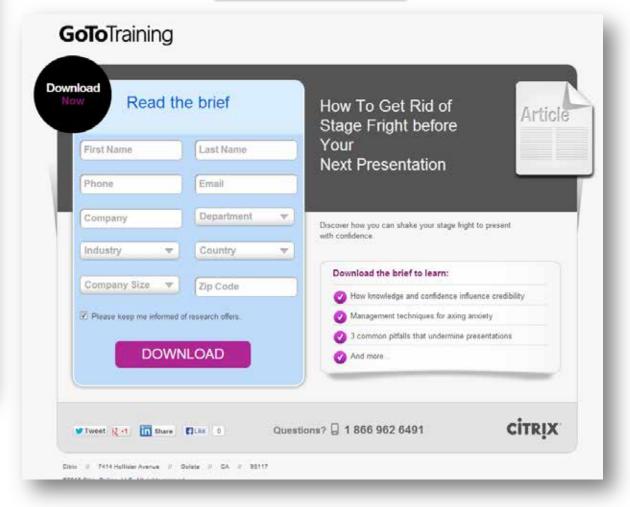




EMAIL



LANDING PAGE







EMAIL



Try Carboride FREE for 15 days & get 2 boxus months when you purchase. View as a wabbases



Carbonite backs up your files automatically to the cloud - saving you precious time, money & stress. That way, if you ever lose your files, you can get them back in just a few simple steps. Best of all, backup space is unlimited, so you can protect all your important files for just \$59.99/year







AUTOMATIC

Once installed, Carbonte backs up your computer files for you, automatically and continually. whenever your computer is connected to the Internet.

ACCESSIBLE

Whether you're at home, in your affice or on the go, you can access your backed up files from any internetconnected computer, smartphone or PadS with a See Carbonile sop.

AFFORDABLE

For just \$59.99/year, Carbonde securety protects at your irreplaceable computer files - like onches apreadsheets, music & more

WHY WAIT?

Today, you can by Carbonite free for 15 days (no credit card required!) 8 get 2 bonus months when you purchase.

TRY IT FREE

LANDING PAGE



TRY IT FOR FREE!

15 day trial. No credit card required.

*2 Your special offer has been applied 2 bonus months with purchase.

Password (5 or more characters)

Confirm Password

TRY IT FOR FREE

Rendy to purchase? · BUY NOW

OWN A SMALL BUSINESS?

Continuous, encrypted protection. No per-computer or per-user fees. You can even try it for free.

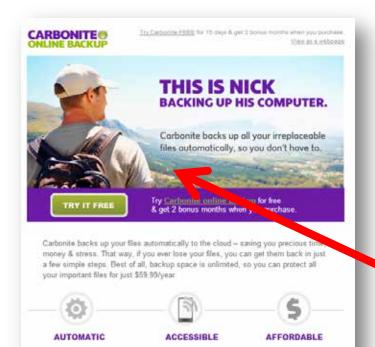
F CHECK OUT CARBONITE BUSINESS





CARBONITE

EMAIL



Whether you're at home, in

your affice or on the go, you

can access your backed up

smartphone or PadS with a

files from any internet-

connected computer,

LANDING PAGE

TAKE BACKUP OFF YOUR TO-DO LIST
Ivenite backs up your files automatically, so you don't have to.

- COMATIC and continual backup to the cloud.
- SECURGO Concrypted to protect your privacy.
- ACCESS your box on up files from anywhere.
- UNLIMITED SPACE for p. 1594 & YEAR

Landing Pages that have the same PRIMARY IMAGE as the originating email generated a 18% higher overall conversion rate

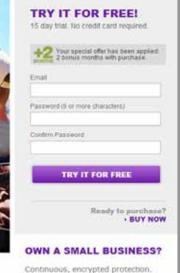
For just \$59.99/year,

files - like onchos

Carborde securety protects at

your irreplaceable computer

apreadsheets, music & more



No per-computer or per-user fees. You can even try it for free.

F CHECK OUT CARBONITE BUSINESS



Once installed, Carbonte backs

up your computer files for you,

automatically and continually.

whenever your computer is

connected to the Internet.



CARBONITE

So What Else Is Working Right Now?

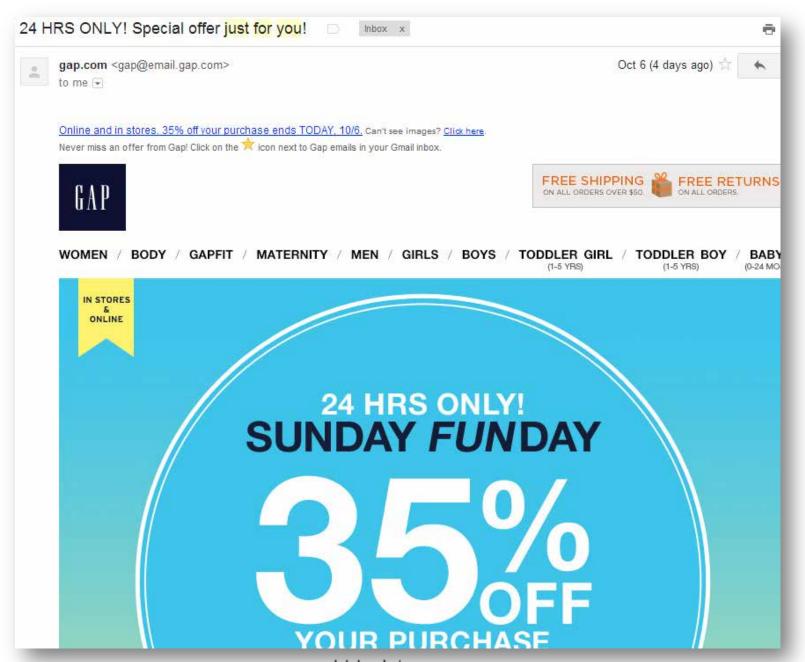




Did You Know? Single Day Email Offers Drive 21% Higher Open Rates Cc ... Send **TODAY ONLY 25% Off Travel Discounts** Subject: Today Only 25% Off Memorial Weekend Travel Discounts











Did You Know?

NEW TEST: "Email Only" Offers When Mentioned in Subject Lines Generate a 14% Higher Overall Open Rate

















to me -

HOURS LEFT - Save 30%! | View as web page



Adult Costumes

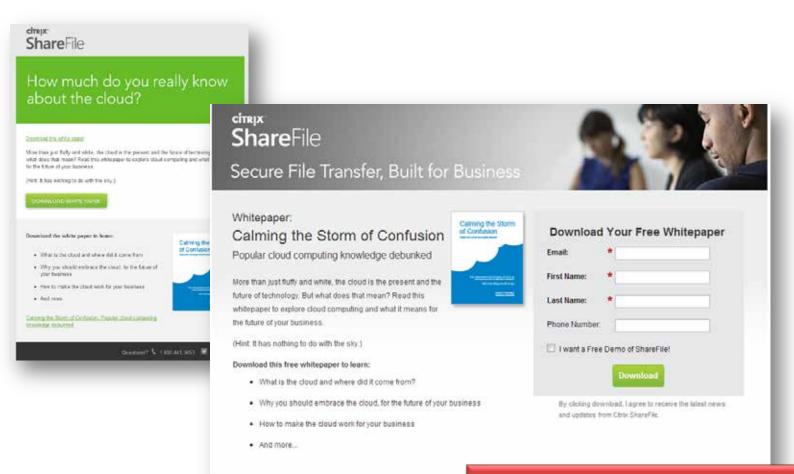
Teen Costumes

Kids Costumes

Email Customers Only LIMITED TIME SALE! 30% OFF USE CODE: emc7jd3w4kax SHOP NOW OFFER STARTS 10/08/13 at 12PM and ENDS on 10/09/13 at MIDNIGHT







About Sharefile Citrix ShareFile, 701 Corporat Each Additional 'Must Fill'
Field Will Cause You To Lose
7% of Your Potential
Registrations





Subject Line Time!





Did You Know? Subject Line Personalization is Back! Subject Lines with a Person's First Name Increase Open Rates by 12% ---Cc... Send SUSAN, Get 20%-35% Off All Computers Subject 20%-35% off Desktops **Laptops & Tablets**





	_		1 61 11 6 1 41470110014
_ \tau >	Amazon.com	Inbox	Jay Schwedelson: Neals on Groceries - AMAZON.COM
_ × ×	DIRECTV CINEMA	Inbox	Jay, Here's your complimentary DIRECTV movie guide - D
_ \(\times \)	Ticketmaster	Inbox	Jay, See it Live: Tickets on Sale & Special Offers This We
_ \(\times \)	LinkedIn Company Pages	Inbox	Jay, check out your monthly Company Page Stats! - intended
_ \(\times \)	GameStop PowerUp Rewards	Inbox	Jay, View Your August eSummary! - Jay, Play Next Gen S
_ % »	Google+	Inbox	Jay, do you know logan schwedelson, Drew Schwedelson or C
_ \tau_ >	SiriusXM	Inbox	Reminder JAY, This offer from SiriusXM is too good to mi
_ % »	Shutterfly	Inbox	Jay, enjoy 50% off photo books. Relive an epic summer.
_ % »	Wired	Inbox	Jay Schwedelson, access this month's tablet edition! - W
→ >	Old Navy	Inbox	Happy Wednesday, Jay! 25% Off Today Only - Old Navy ht







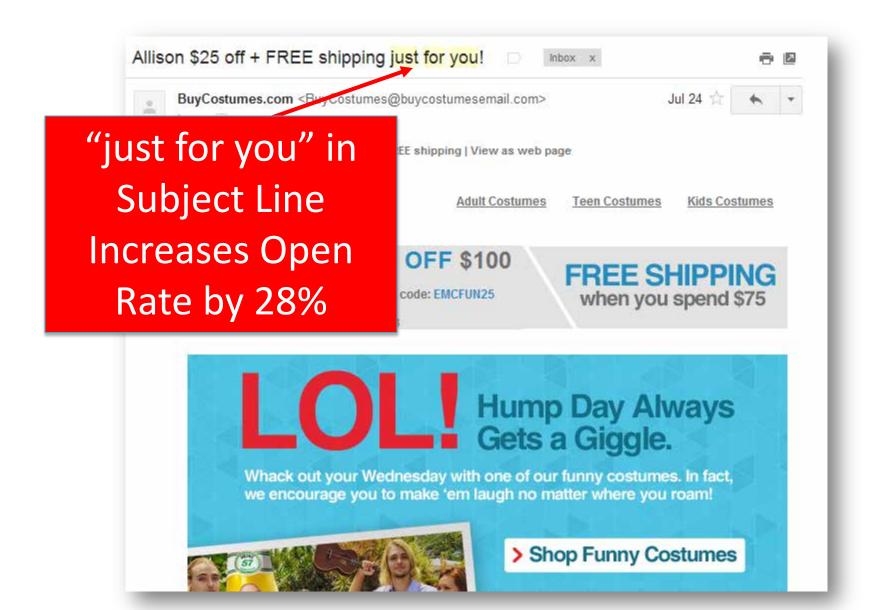






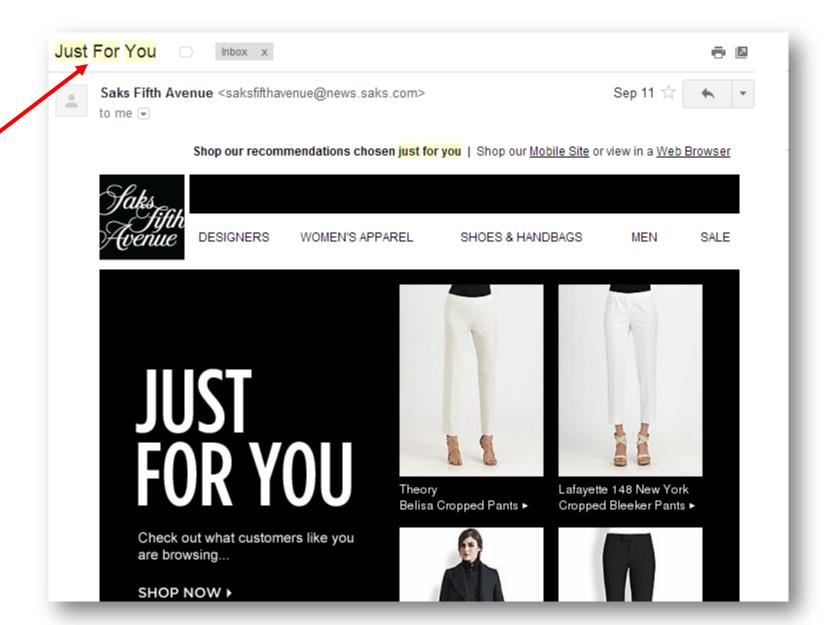
















IT'S NOT JUST FOR YOU

JUST FOR... = 17% Increase in Open Rates

Just For CFO's

Just For Our Customers

Just For HR Professionals

Just For Serious Investors





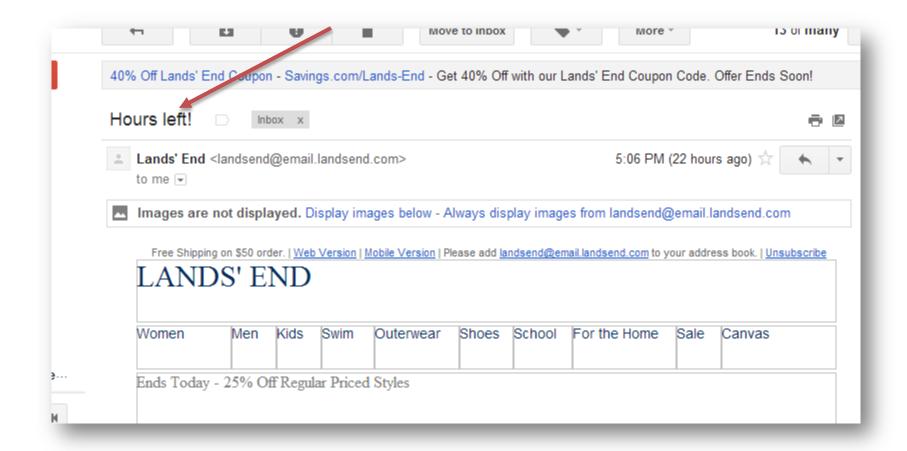
Emerging Trend - Test Idea

Subject Lines Fewer Than 10 Characters Long Average an Open Rate of 28% Over The Last 6 Months



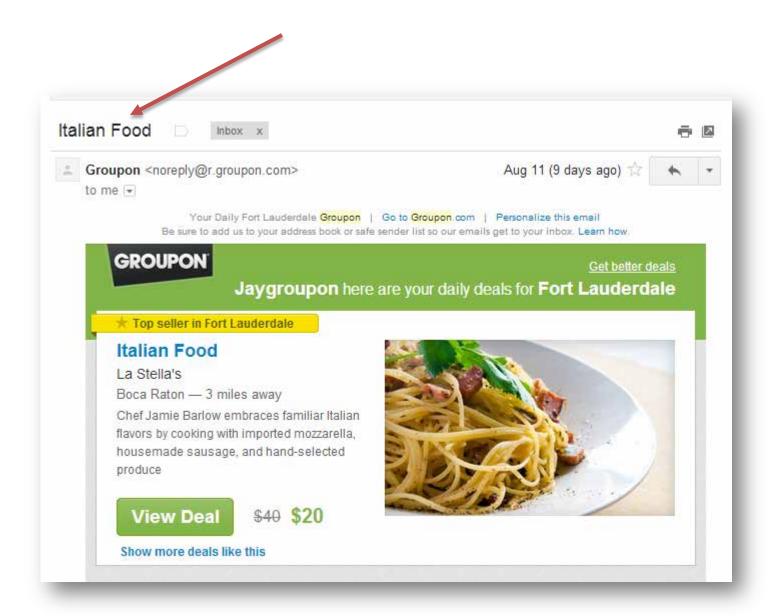
















Thu 10/10/2013 11:29 AM

CRM Magazine <CRM.eWeekly@emediapro.com>

Salesforce



New Gartner research positions salesforce.com in the Leaders Quadrant for Sales Force Automation.

Download the 2013 Gartner Magic Quadrant Report and find out what Gartner analysts have to say about Salesforce.

Download your complimentary Gartner Report.

On average, reps using Salesforce see:

- +27% increase in sales revenue
- +28% increase in the number of deals
- +32% increase in sales productivity

Get started with Sales Cloud—the world's #1 sales app

All the CRM capabilities you need to connect with







'Up To' vs. Fixed % Off





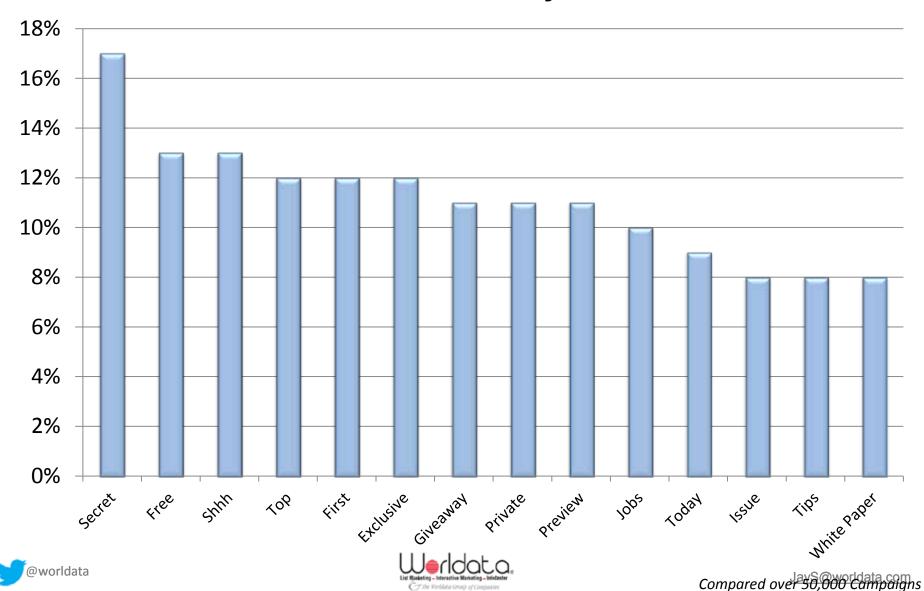
☆□	BuyCostumes.com	Return of the Grave Busters up to 10% savings! - quantities - Up to 60% savings http://buycostumesemail.com/a/tBSVrMEB8xGsk
☆□	Lucky Brand (2)	A Rare Find: Up To 30% Off Sale + Exclusive Denim - f7db7ed1012f83f8a9b9eaef62a1674592572243a449c86afc447d2f0cbf371b Forv
☆□	Restoration Hardware	Savings of Up to 50% on All Outdoor & Garden - Savings of Up to 50% on All Outdoor & Garden Outdoor & Garden Sale Save Up to
☆□	The Limited	A Bold & Edgy Upgrade Up to 5 % Off - Click here to view this e-mail with images http://e.thelimited.com/a/tBSUW0oBSjutjB81kflNs
☆□	Saks Fifth Avenue	Moncler Warms Up to Winter - Shop Moncler To view the images associated with this e-mail, please click below. http://news.saks.co
☆□	NOOK by Barnes & Noble	Up to 30% Off Editor's Picks & Great New Writers - To ensure you receive your Barnes & Noble emails, please add BarnesandNoble(
☆□	Old Navy Store Special	Today Only In Stores: 50% Off Any 1 Item + Markdowns Up to 5% Off - Click below to view this message from Old Navy in a web b
☆□	Neiman Marcus	Up to 25% OFF: Cashmere Event - To ensure delivery to your inbox, please add neimanmarcus@neimanmarcusemail.com to your add
☆□	Express	New reductions! Get up to 7)% off clearance - Click Here to View Email with Images: http://e.express.com/a/tBSTArGAotaxMB81hk
☆ □	Pottery Barn Kids	Savings you'll fall for: Save up to 10% at our Fall Sale! - BARN KIDS To view this email with images, go to: https://enews.potteryba

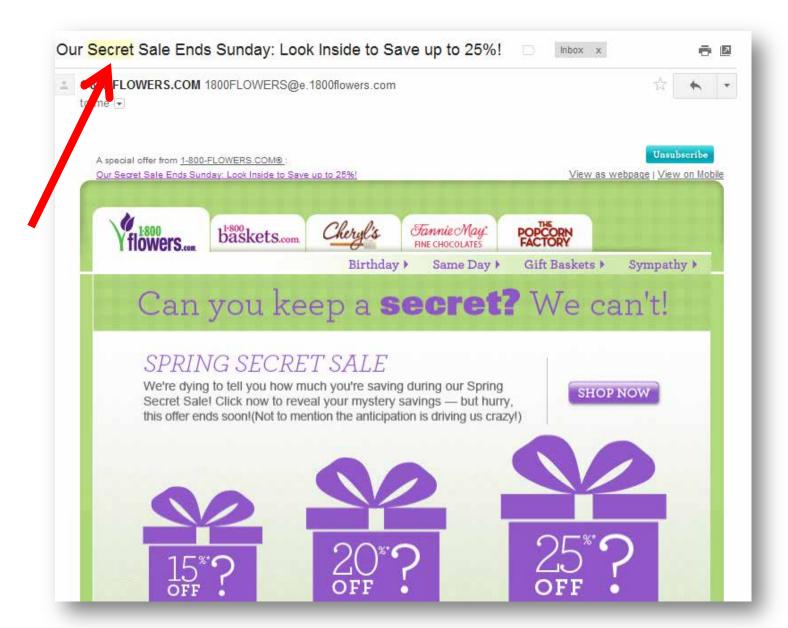
Open Rates are 14% Higher When Offer is 'Fixed' % Off vs. 'Up To'





Open Rate % of Increase When Specific Words Used in Subject Line









So that means your subject line should read:

Shhh...Exclusive Free Top Jobs Giveaway Today. First Private White Paper – Secret Issue Preview







We all want to be in the 'know' 'first' 'backstage' 'VIP' 'in on the secret'







The Most Important New Feature is something that saves you from having to swipe your phone.

But it's sold out!











COST: \$200,000 Why? Because Hermes Has Created The Aura of Exclusivity.

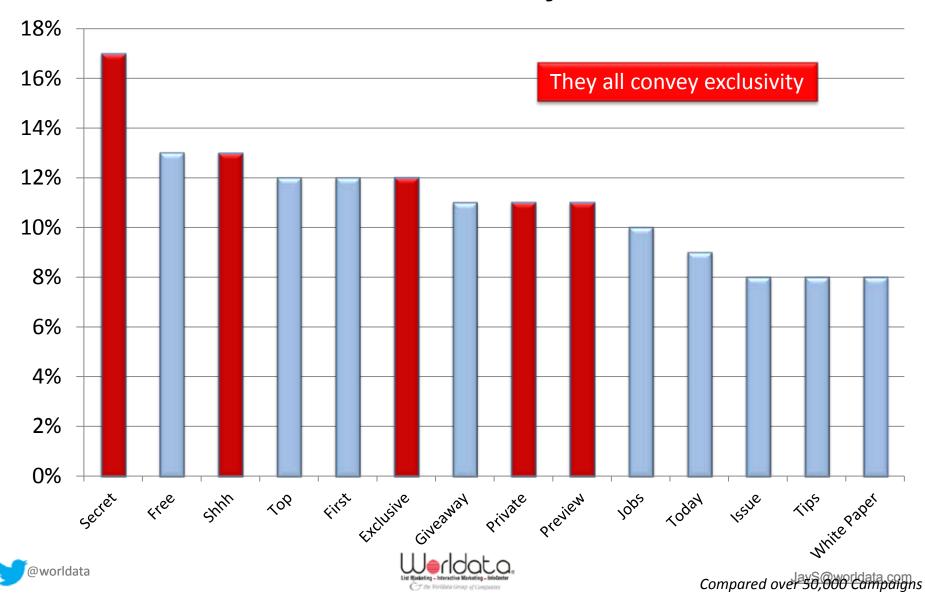
CAN YOU BELIEVE YOU NEED TO BE ON A WAITING LIST TO BUY THIS?????







Open Rate % of Increase When Specific Words Used in Subject Line



STATS THAT MAKE YOU THINK

Subject Lines That Convey A Form of Exclusivity (Shhh, Secret, Private, For CFO's Only, etc)
Generate a 26% Higher Open Rate Than
Those Without





Spiceworks <info@em.spiceworks.com> Psst... are you an IT guru?

Schwedelson

ere a lems with how this message is displayed, click here to view it in a web browser.



Please add info@em.spiceworks.com to your address book | View online version

Want to add to your IT cred?

Hey there, Jay-

We know you've got the IT chops... why not show 'em off a bit? <u>Subscribe to the Voice of IT</u> to get *your* voice heard—and actually count—in a slew of programs where you can:

- · Make waves with trusted partners and their products
- · Rock your IT expertise online and at in-person events
- Earn some cred and kudos (like pepper points for your community profile or sweet Spiceworks swag)

<u>Subscribe to the Voice of IT</u> – and thanks in advance for doing your part to help keep Spiceworks free!

Cheers,

The Spiceworks Team



Subscribe Now ▶

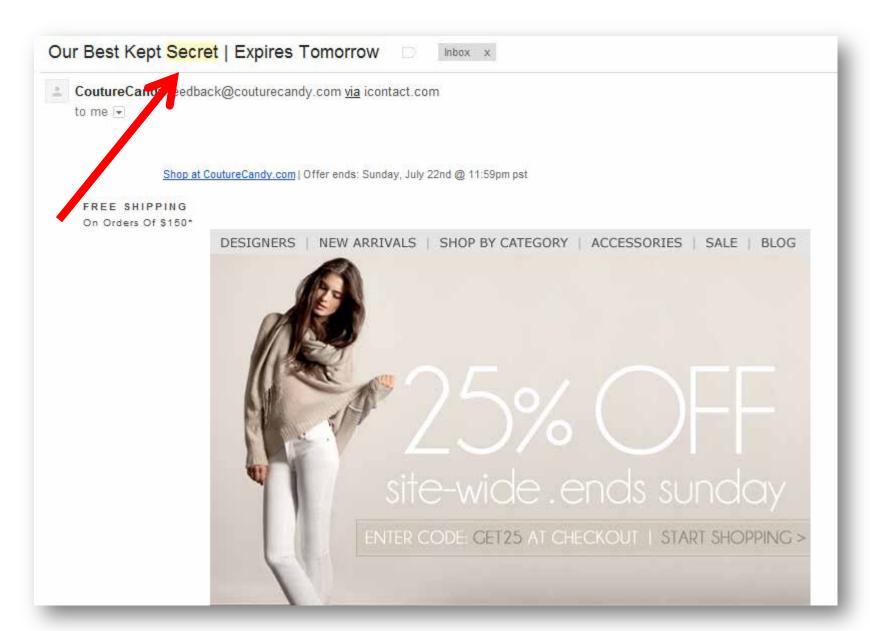






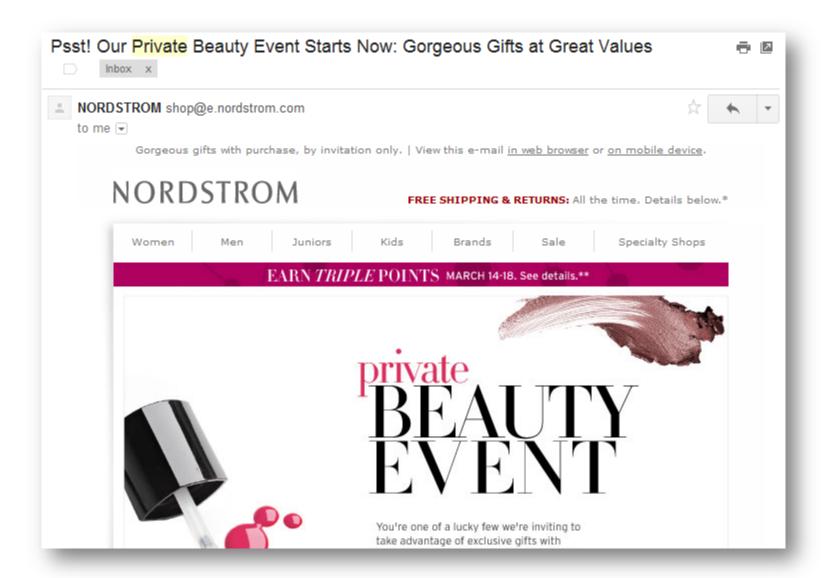


















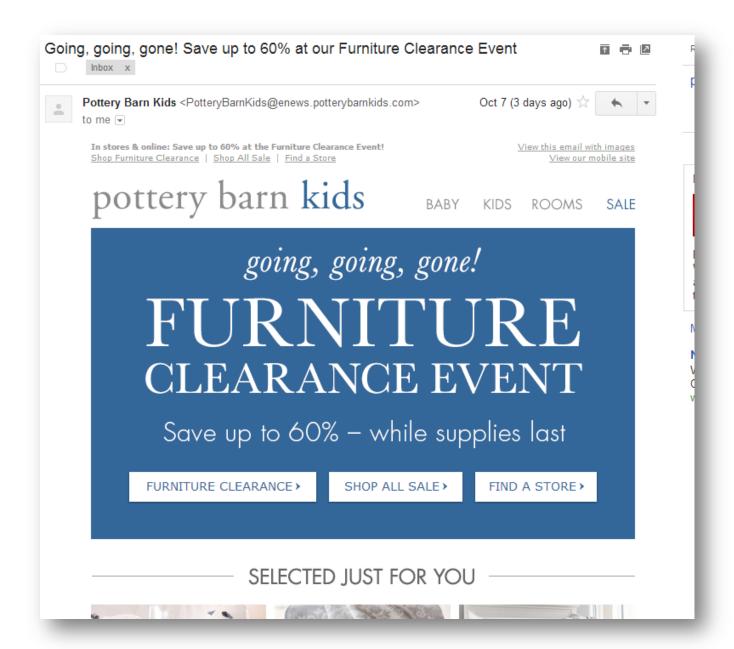
Ok, now what...

- Create a Sense of Urgency
 - Consumer Emails that have some form of a DATE in subject line will generate a 31% higher 'Open Rate'
 - Business Emails that have some form of a DATE in subject line will generate a 38% higher 'Open Rate'
 - 2 Days Until Offer Expires
 - Registration Ends Today
 - Last Chance to Save
 - Free Webinar on April 11th

This is the #1
Factor in Driving
Higher Open Rates











Did You Know?

A Pre-Header used for 'Offer' Information Rather than 'Format Issue' Instructions Generates a 18% Higher Open Rate







								GREAT!			
Ex ≗	Clusive Mic				Tees 🗆	Inbox	х				
	to me ▼ Images are n	ot displayed	I. Display	images below	- Aways disp	lay imag	es from oldr	navy@email.oldnavy.cor	n		
	Only at Old Navy: vintage-style Disney® tees + you could win a custom Disney tour in L.A. View in your web browser Never miss anything from Old Navy! Click the priority icon in your Gmail inbox										
	OLD NAVY										
	WOMEN			MATERNITY	MEN	GIRLS	BOYS				





10 Second Pause: FOR SLIDES: Jay Schwedelson JayS@Worldata.com

Twitter: @Worldata 800.331.8102 x176





Rapid Fire Stats...







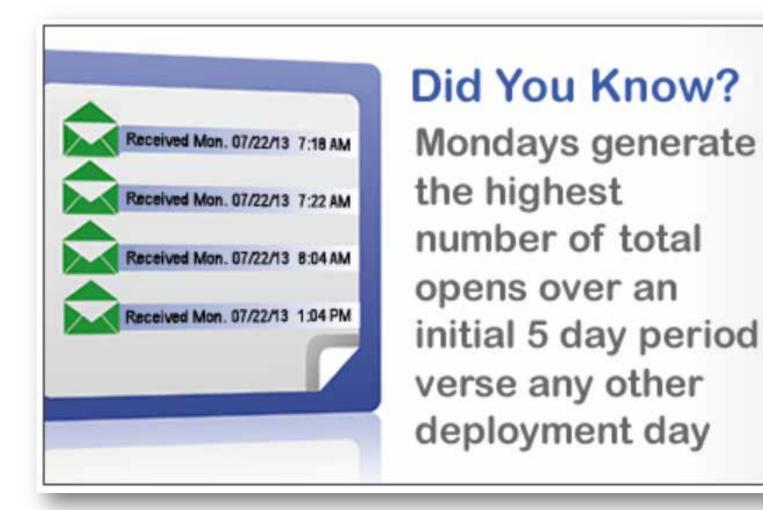


















Did You Know?

Emails to Business
Professionals See
an 18% Drop in
Performance
During the Last 3
Days of Any
Quarterly Period









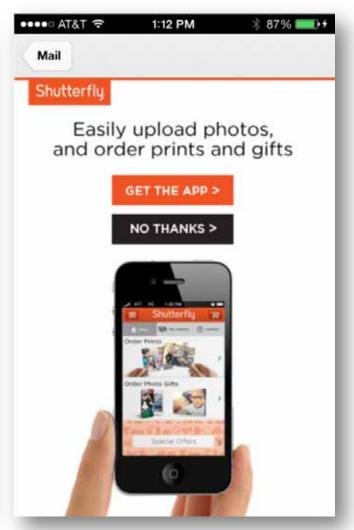


C'mon









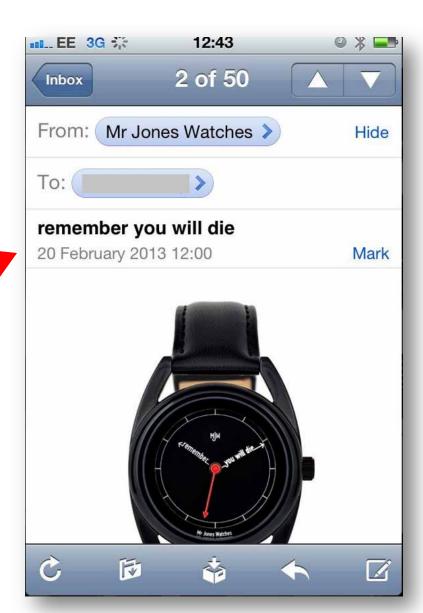












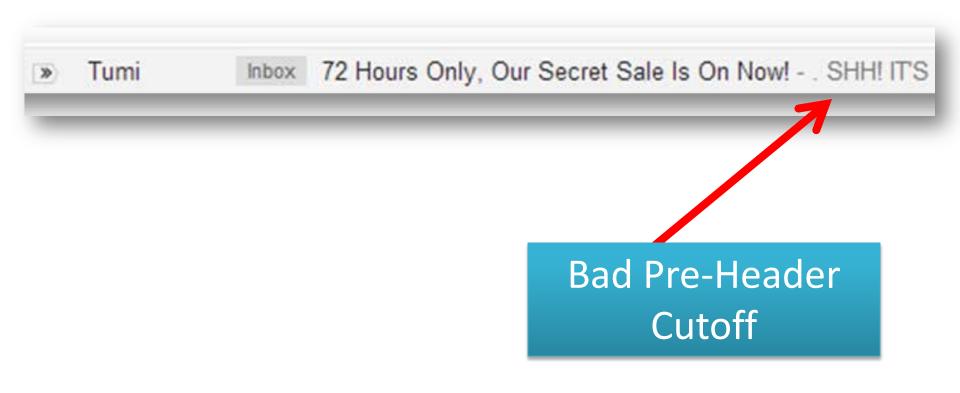


Bad

Subject

Line









From: Take Action! at GreaterGood Network < news@greatergood.com>;

To: <________;

Subject: Horse Meat Doesn't Belong On the Menu | Free Gift For You, Today Only!

Sent: Mon, Jul 15, 2013 4:26:42 PM

Help Animals In Need.

View email in web browser.

Greater *Good**

Take Action!

Animals Edition

Stand With 80% Of Americans



Recently, the USDA approved an inspection license for a horse slaughtering plant in New Mexico. This approval means that a precedent has been set -- one that could lead to permitting horse slaughter in other meat processing facilities in the United States.

The practice of horse slaughter is inhumane and pointless -- horse meat is *not* fit for human consumption. Additionally, the USDA reports that over 90% of horses sent to slaughter are healthy and capable of leading productive lives.

Eighty percent of Americans are opposed to this practice, so why is it happening? Money. Private companies are making a handsome profit in the foreign market. We must put a stop to this heartless bloodshed!

Take Action





From: Take Action! at GreaterGood Network < news@greatergood.com>;

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Subject: Horse Meat Doesn't Belong On the Menu | Free Gift For You, Today Only!

Sent: Mon, Jul 15, 2013 4:26:42 PM

Help Animals In Need.

View email in web browser.

Greater *Good**

Take Action!

Animals Edition

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WHO ARE THE OTHER 20%!!!!

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Eighty percent of Americans are opposed to this practice, so why is it happening? Money. Private companies are making a handsome profit in the foreign market. We must put a stop to this heartless bloodshed!

Take Action





Emerging Trends



























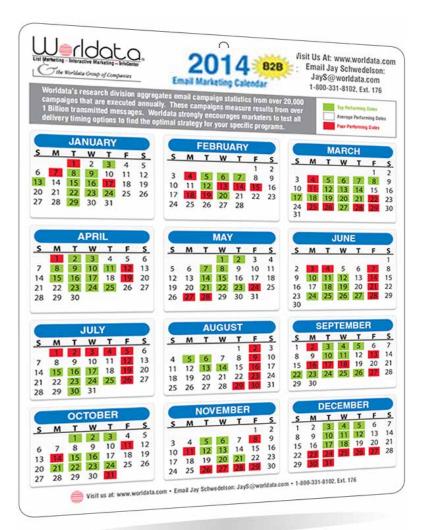


Tools and Free Stuff!!





GREAT FREEBIES...



Worldata's 2014

Email Marketing Calendar

Worldata's research division aggregates email campaign statistics from over 30,000 campaigns that are executed annually. These campaigns measure results from over 2 Billion transmitted messages.

Worldata strongly encourages marketers to test all delivery timing options to find the optimal strategy for your specific programs





SUBJECTLINE.COM

OVER 1.5 MILLION SUBJECTS CHECKED









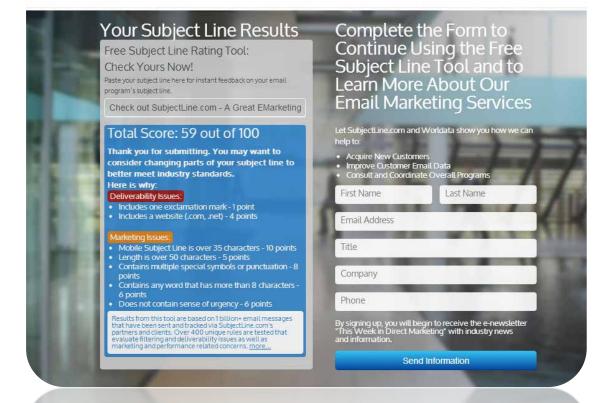


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Strategic Consulting

Acquisition Programs













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Data Expansion

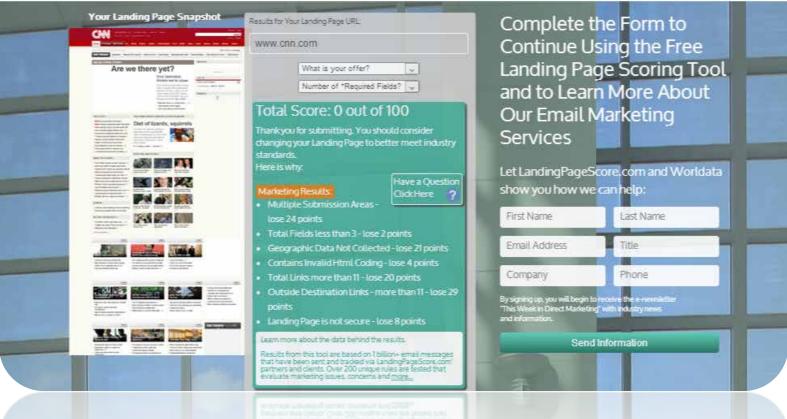


Strategic Consulting



Acquisition Programs

Client Login







FOR SLIDES:
Jay Schwedelson

JayS@Worldata.com

Twitter: @Worldata 800.331.8102 x176

If you enjoyed the session please fill out the survey that you receive. Thanks



