

Only about half of all adults celebrate Valentine's Day, but each celebrant is spending more.

Plan to celebrate Valentine's Day?

**Yes** 54.8%



**No** 45.2%

Source: National Retail Foundation, Monthly Consumer Survey, 2016





increase from 2015 vs. 2016 in consumer spending

\$19.7 B Record high total spending in 2016

the name of love.



largest in spending after winter holidays, back to school, & Mother's Day



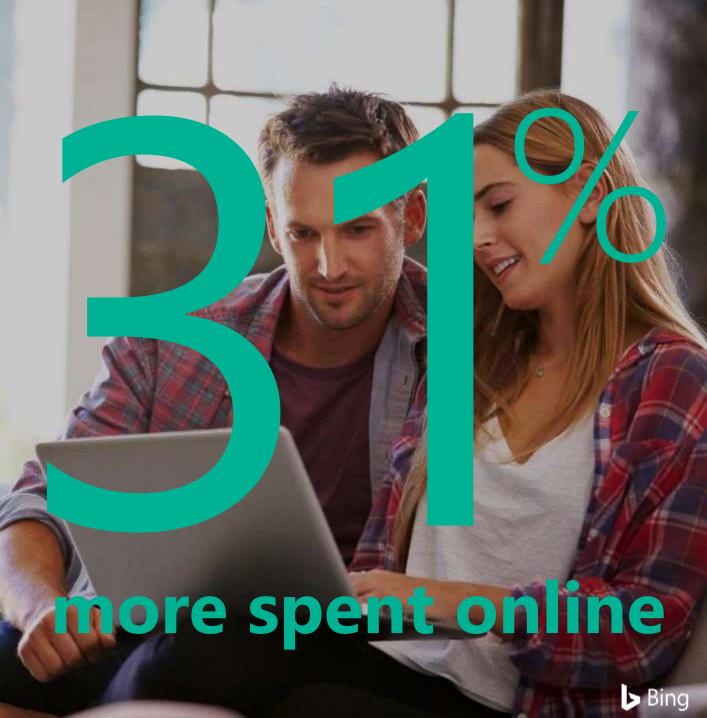
Average spent per celebrant

in 2016

Cupid in the cart

Online shopping is steadily increasing from previous years.









**Valentine bios** 

Who celebrates Valentine's Day?

Love comes & goes

The last-minute holiday

Love & tech

Valentine's day prep with search The heart's desire

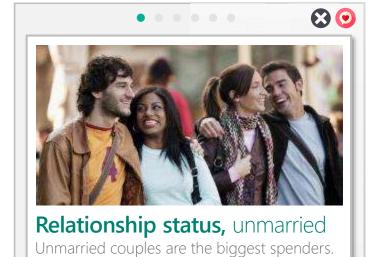
Trending gifts & experiences







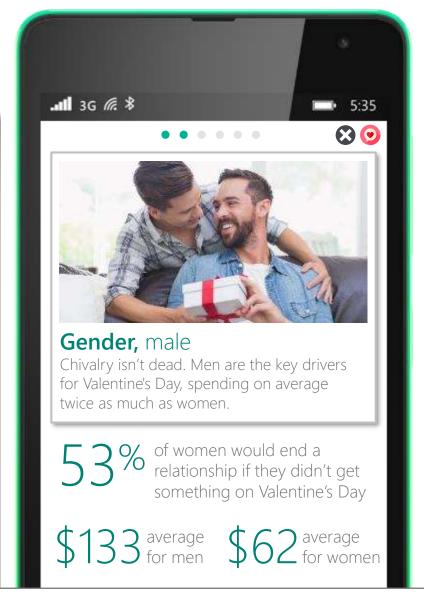
## **Valentine's Day bios to target**



Average spending

In a Relationship –

Not Married





Source: The Georgetown Institute for Consumer Research, 2015 Valentine's Day Consumer Intent Survey, 2015 National Retail Federation, Monthly Consumer Survey, 2016 Fundivo, Valentine's Day Statistics & Trends, 2016 Wallet Hub, Valentine's Day Infographic, 2016

Married





## What's love got to do with it

Over half of adult Americans today identify themselves as being single, having no specific partner. So, romantic love is not the only theme to focus on.

## 

others, create search and product ads for affordable gifts.

**TIP** 

Because

shoppers spend

less on non-

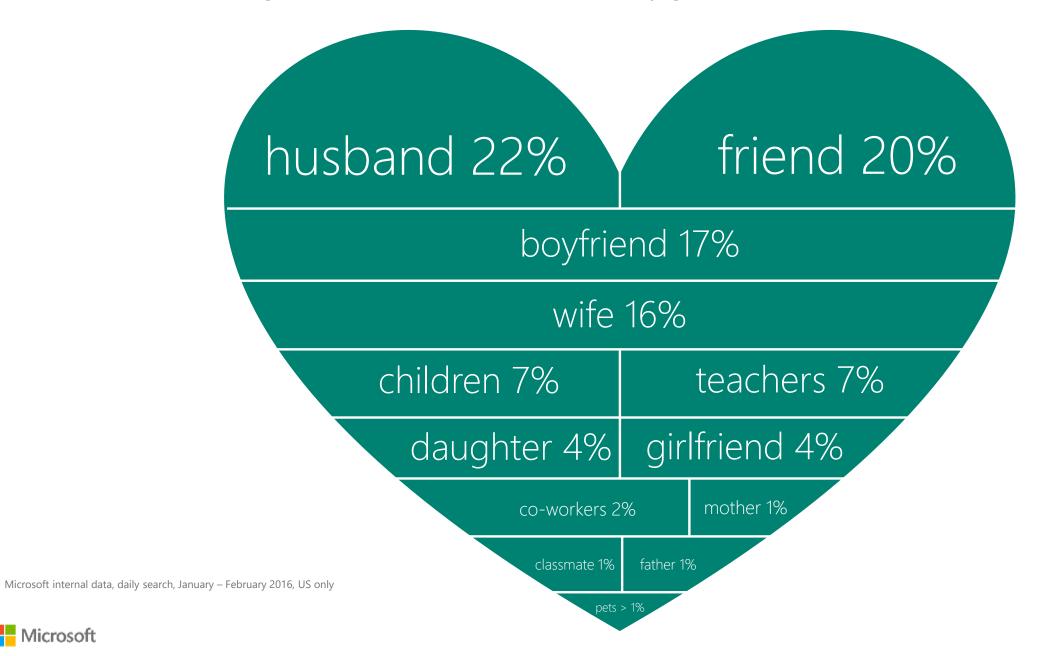
significant

Planned Valentine's Day spending by recipient (average of buyers)





Be there when the Bing Network searches "Valentine's Day gifts for..."







Puppy love: America's pet obsession

give Valentine's

Day gifts to

pets

million

total Valentine's Day gifts spent on pets

The average spending per shopper for pets

Digiday, 5 Charts on Valentine's Day Spending, 2015 National Retail Federation, Monthly Consumer Survey, 2016





## **Be there** for singles on Valentine's Day

 $\frac{1}{2}$  of all consumers are single

of singles will do something for Valentine's Day

\$71 average single men spend on Valentine's Day

\$40 average single women spend on Valentine's Day

Source: National Retail Federation, Monthly Consumer Survey, 2016
American Marketing Association, Why you must Market to Single Pepole this Valentine's Day, 2014
Talk Walker via Hubspot, A Data-Backed Approach to Hating Valentine's Day, 2015
Webinterpret, Ecommerce Around Valentine's Day, 2016







## **Be there** to find your dream audience on the Bing Network

In March 2016 the Bing Network delivered an **effective marketplace**.



82N

Total retail searchers





50M Retail searchers not reached on Google

# Compared to Google, the Bing Network audience is:



more likely to have spent \$10,000 or more on retail/apparel online in the last 6 months<sup>2</sup>



more likely to have spent **\$500** or more on **women's clothing** in the last 6 months<sup>2</sup>

ource:

1comScore qSearch (custom), US, March 2016; industry categories based on comScore classifications. 2comScore Plan Metrix, US, April 2016, custom measure created using comScore indices and duplication.





The Bing Network is an effective marketplace, delivering value through the majority of paid clicks for all Valentine's Day staples over other search engines.

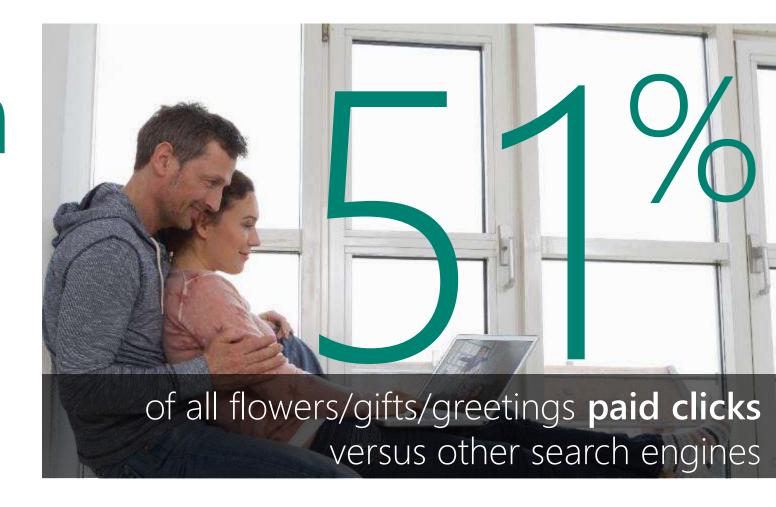
In March 2016 we delivered

# 3.3 million

Flowers/gifts/greetings searchers not reached on Google

# 7 million

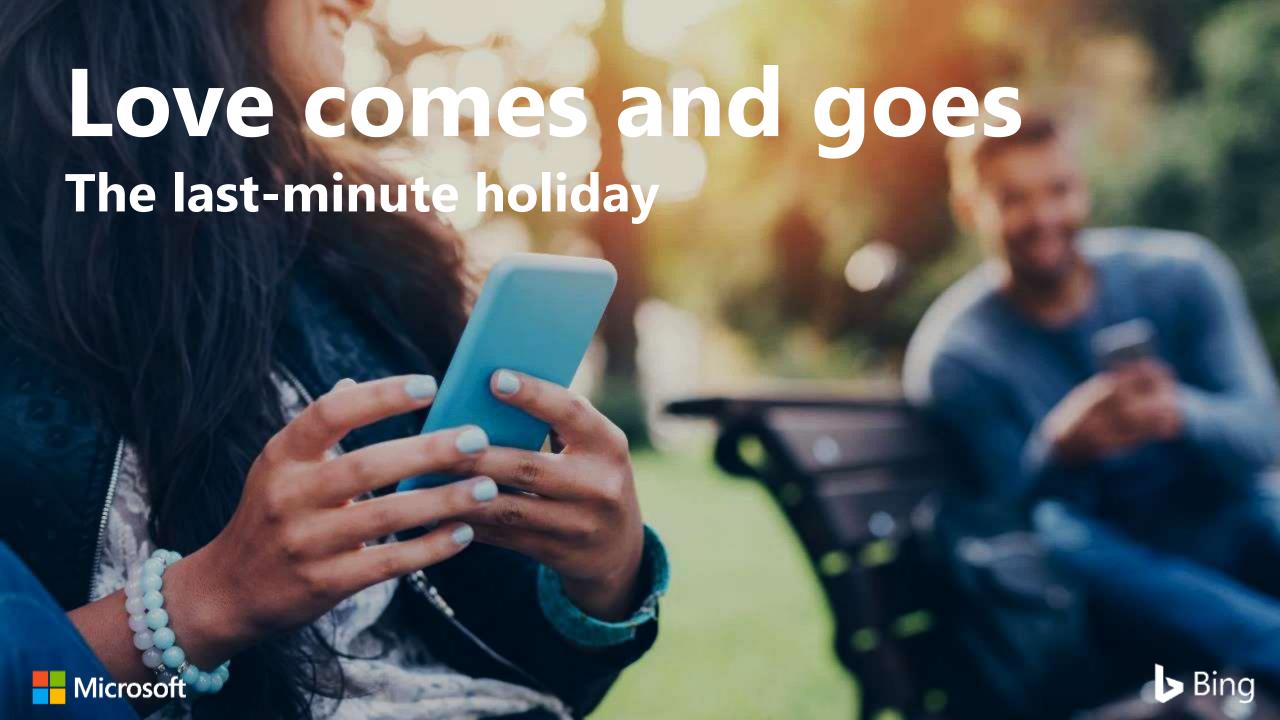
total flowers/gifts/greetings searches



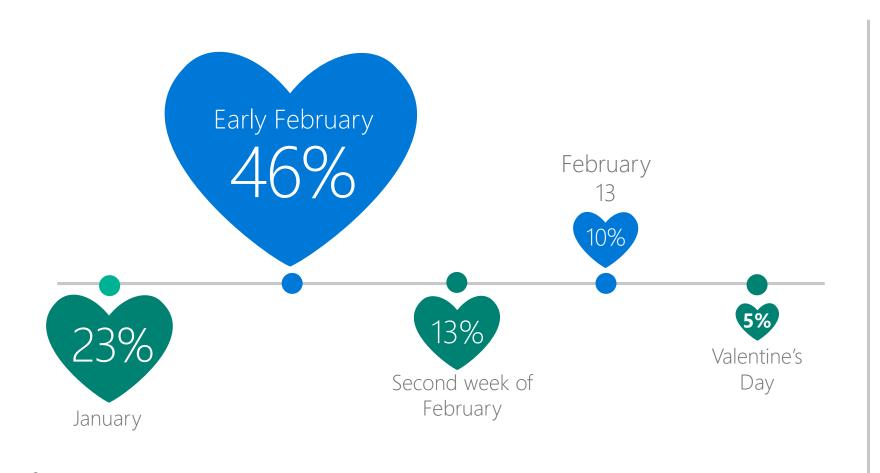
Source: comScore qSearch (custom), US, March 2016; industry categories based on comScore classifications.



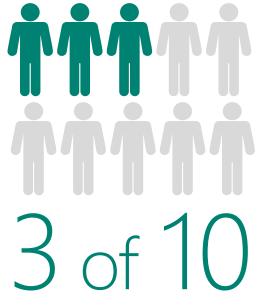




# Valentine's Day has less ramp-up time than other holidays, with most shoppers searching and shopping 2-weeks before.



Expect latecomers



Americans delay Valentine's Day planning to February 14th

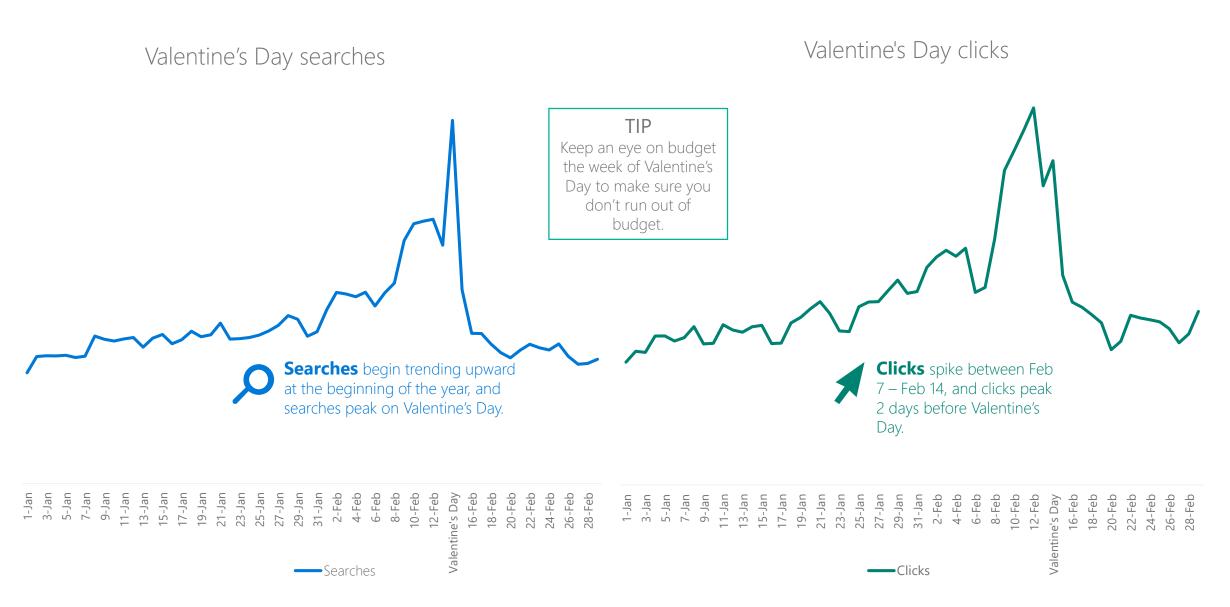


Profitero, Fast Movers Report, 2015;

Best Black Friday, Valentine's Day 2016 Shopping Survey, 2016



## Be there when searches & clicks ramp



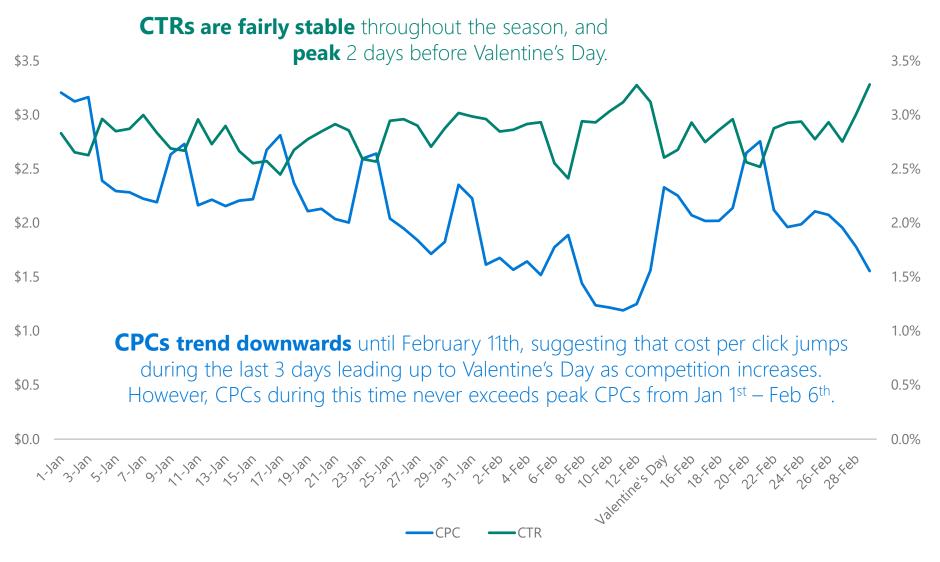


### Be there when searches & clicks ramp

Bing data shows that last week leading up to Valentine's Day will get you the most clicks for your money.

### TIP

The best time to advertise are weekdays. CTR are highest on weekdays, while CPC are lowest on weekdays.



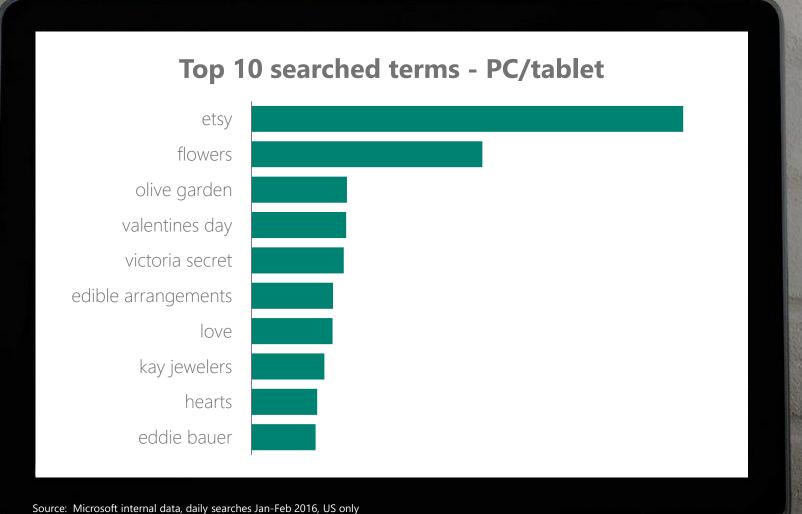
Source: Microsoft internal data, daily searches Jan-Feb 2016, US only



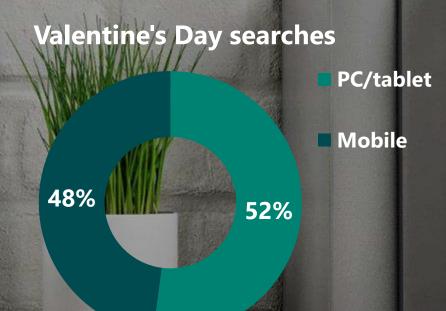




**Optimize desktop** for handmade or branded gifts, romantic staples, and well-known chain restaurants.



The split between devices for Valentine's Day searches is nearly 50/50 between desktop/tablet & smartphones.



> Bing



**Optimize mobile** search campaigns for well-kept surprises like jewelry and engagement rings, last-minute gifts, and online groceries for day-of romantic

meal-prep.

## **Top 10 searched terms - mobile**







## Be there to make Valentine's Day plans with mobile

Mobile accounted for 48% of all Bing searches for Valentine's Day in 2016, growing from 40% from a year earlier.<sup>1</sup>



#### Research

30.5% use mobile to research products or compare prices.



#### **Share**

Getting input from friends, family or social media



### **Navigate**

One in five looked up retailer information on their devices such as location



### Shop

36% will use apps to buy chocolates and flowers, or make dinner reservations.



#### **Evaluate**

Giving feedback about their purchase

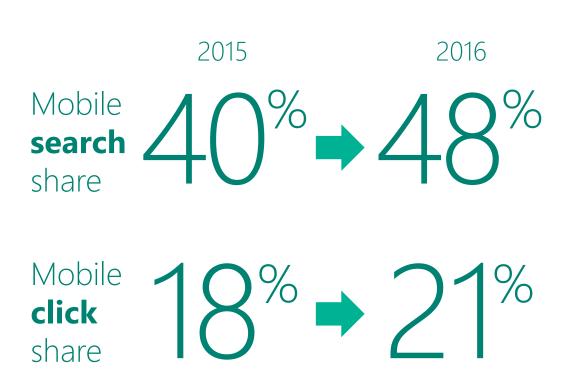
#### Source

- 1. Microsoft internal data, daily mobile shopping, 2016, US only
- 2. Microsoft internal data, daily searches Jan-Feb 2016, US only
- 3. IBM, Digital Analytics Benchmark, 2015
- 4. Linkdex, 38 Surprising Valentine's Day Statistics Marketers Will Love, 2015
- 5. National Retail Federation, Monthly Consumer Survey, 2016
- . Ipsos, Magnetic Survey, 2016
- 7. Quixey via Mobile Marketing Daily, Mobile Marketers: Target Established Couples On Valentine's Day, Not Dating Apps, 2015

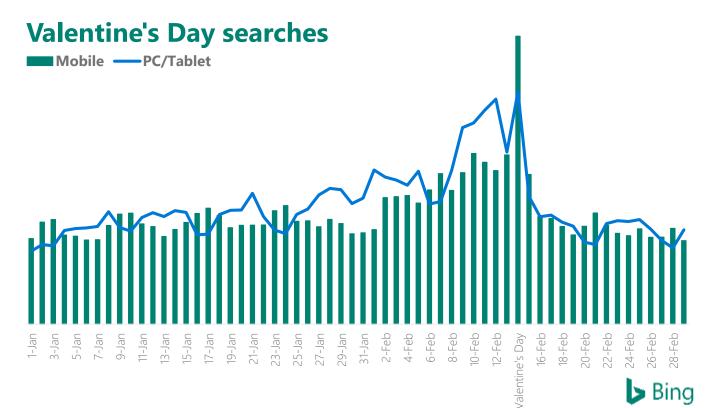




# The Bing audience is turning to mobile year after year. Valentine's Day search and click share have increased from a year before.



As searchers walk away from desktops to be with their Valentine, mobile searches surpass PC/tablet on the big day with 55% of searches.





Be there to optimize your mobile Valentine's Day ads

## Multiple extensions drive engagement with mobile ads.

higher click-through rates for mobile ads using **Sitelink Extensions** 

higher click-through rates for mobile ads using Location

**Extensions** 

#### Contoso Bistro

www.contoso.com

Enjoy a romantic Valentine's ay meal at our local restaurant. 123 Main Street - Directions 555-1234

Menu

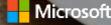
Restaurant Gallery Local ingredients commitment 15%\_25%

higher click-through rates with Call

**Extensions** 

Microsoft internal <mark>dat</mark>a, daily mobile search, 2016, US only Bing Network Internal data, Q1 2013 to Q1 2014 Marin Software, "Mobile Search Advertising Around the Globe: 2014 Annual Report"

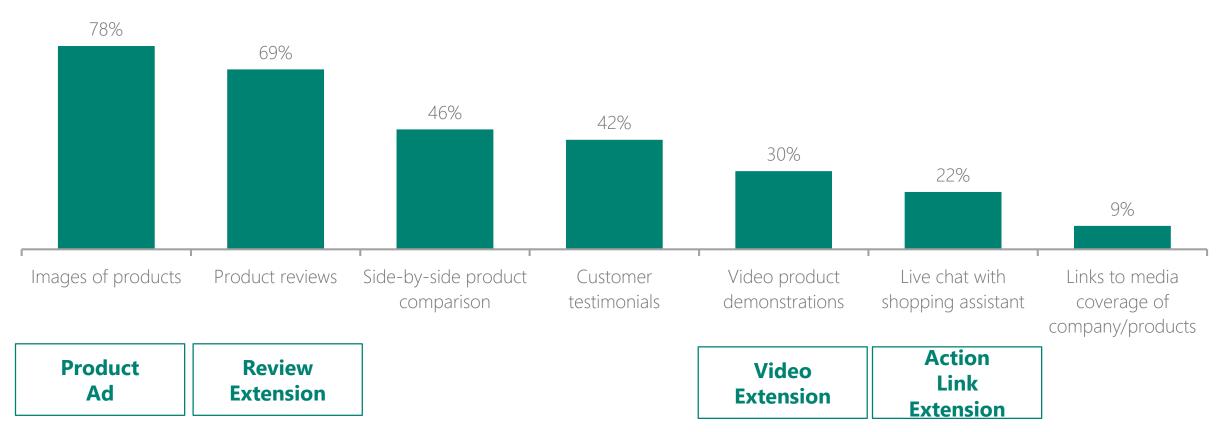
BIA/Kelsey, Call-Based Ads: Eliminating the Unknown From Advertising, May 2012





## Ad Extensions compel action from the search page.

## What do shoppers want on a website when shopping online?



SOURCE:

BigCommerce, "What Brands Need to Know About Omni-Channel Retail and Modern Consumer Shopping Habits," June 6, 2016.





## Bing Shopping Campaigns put Valentine's Day searchers closer to a purchase decision.

Bing Shopping Campaigns manages Product Ads. Benefits of Product Ads are:

# Visually engaging ad format.

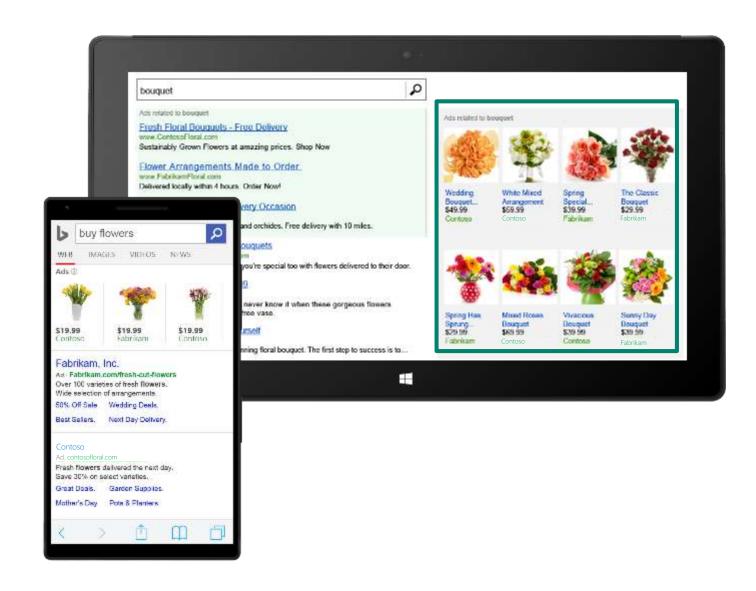
You can stand out from the crowd and attract attention by sharing images of the products you're selling online.

## More real estate.

Product Ads enable you to highlight more than one product on the same search results page.

## Efficient setup.

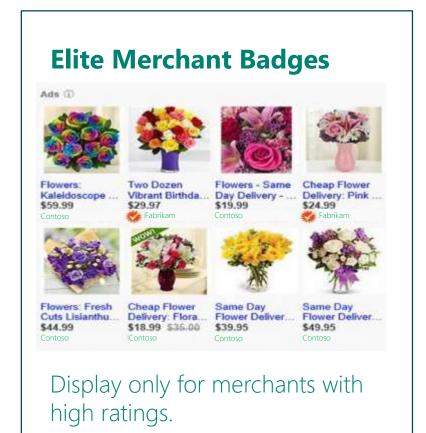
If you're already running Google Shopping Campaigns, it's easy to import them directly into your Bing Ads account.

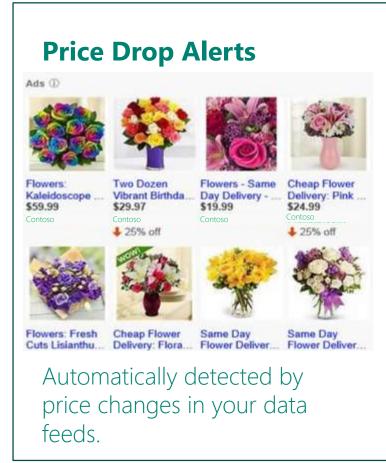


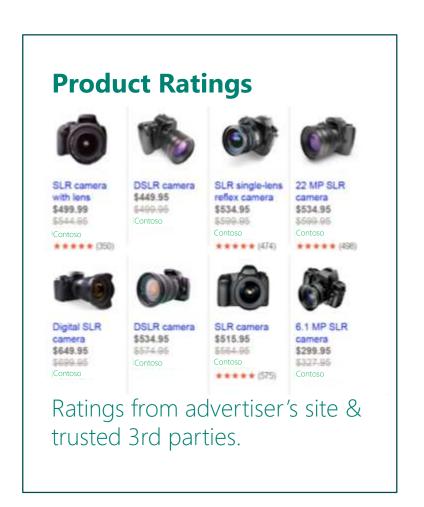




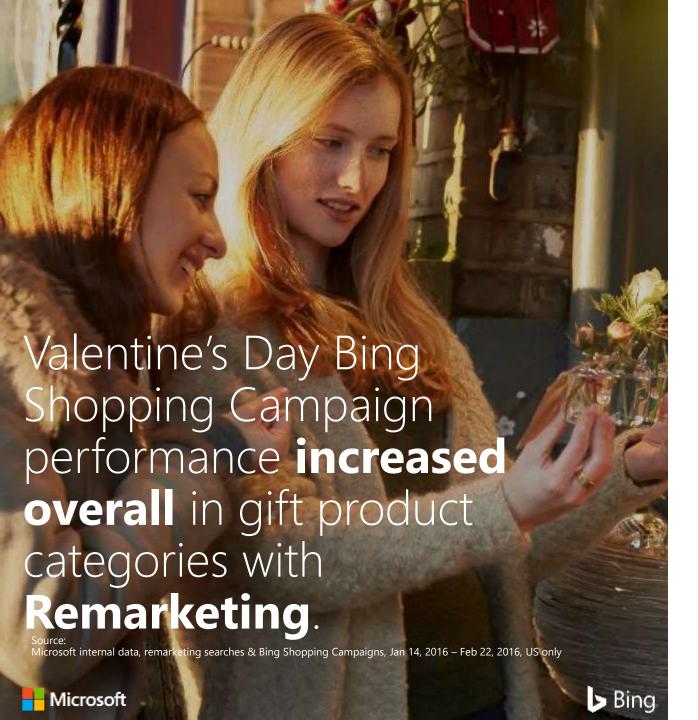
## **New ad annotations** drive more engagement.











## See the difference in Bing Shopping Campaigns with Remarketing



1.53%

BSC

conversion rate

1.27%

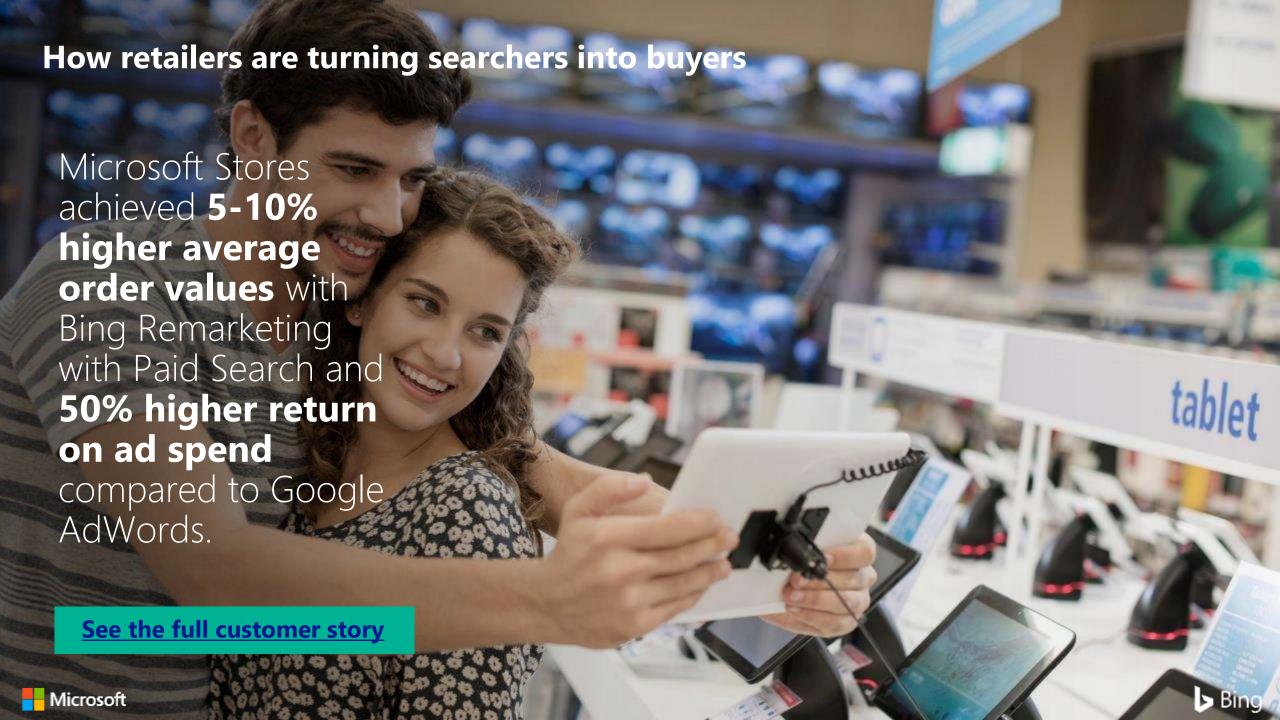
BSC CTR

7.76%

**BSC + Remarketing conversion rate** 

2.33%

BSC + Remarketing CTR



Be there to help boost ad performance by re-engaging with high-value users who have previously visited your site.



Implement Universal Event Tracking across web & mobile sites.



**Repurpose Holiday Remarketing Lists** Existing lists have been tested and just need to be refined for Valentine's Day behaviors.



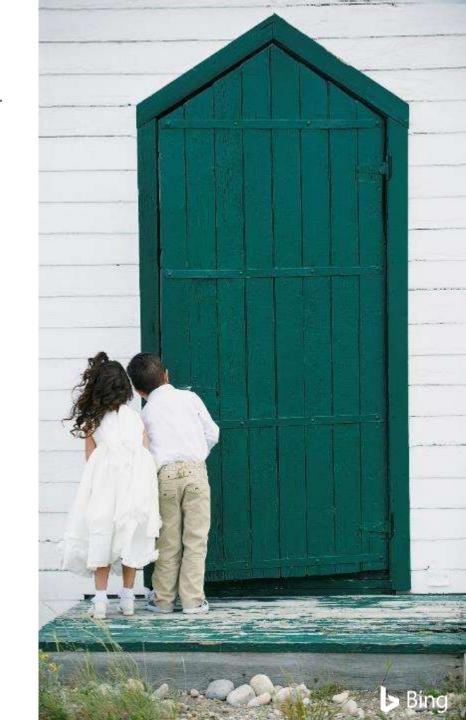
Broaden Keywords to top Valentine's Day search terms.



**Adjust bid amounts** 

for high-value audiences including shopping cart abandoners and previous customers.





## Customer success story | From You Flowers

When VP of Marketing, Michael Sabia, joined From You Flowers, Bing Ads was "a very small piece of the pie." That changed with Bing Shopping Campaigns and Sitelink Extensions.

Want to learn more? Read the full story: From You Flowers: mandatory growth, mandatory fun #BingAdsStories





Orders from Bing Ads grew

+603%

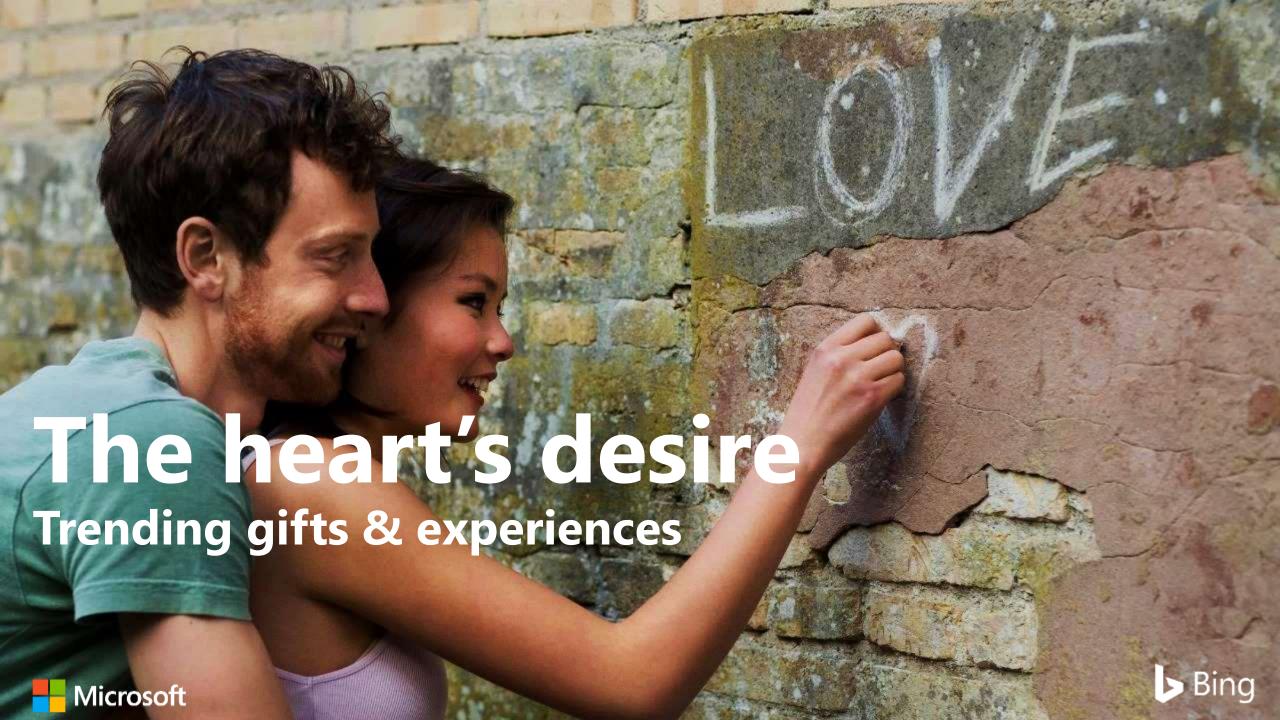
from 2011 to 2015

Valentine's Day orders grew

+90%

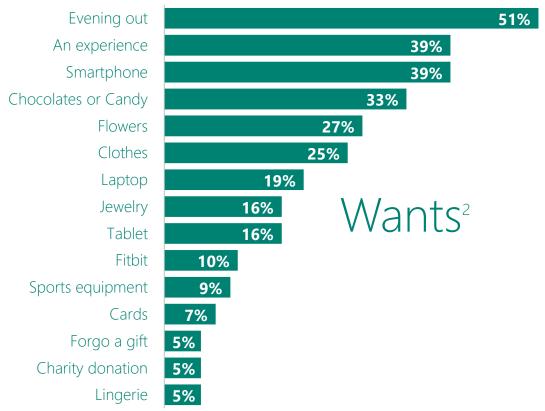
from 2015-2016





## You can't always get what you want

Most couples are more likely to choose gifts on their own, without input from their significant other<sup>1</sup>. This means gift recipients don't always get what they want.

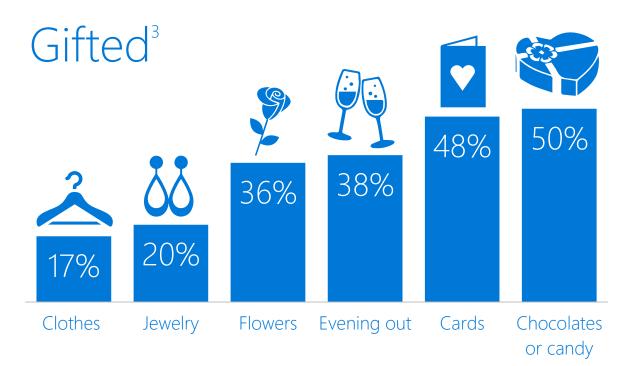




1. The Georgetown Institute for Consumer Research, 2015 Valentine's Day Consumer Intent Survey, 2015

2. Usamp Survey on behalf of Ebates.com, 2015

3. National Retail Foundation, Monthly Consumer Survey, January 2016





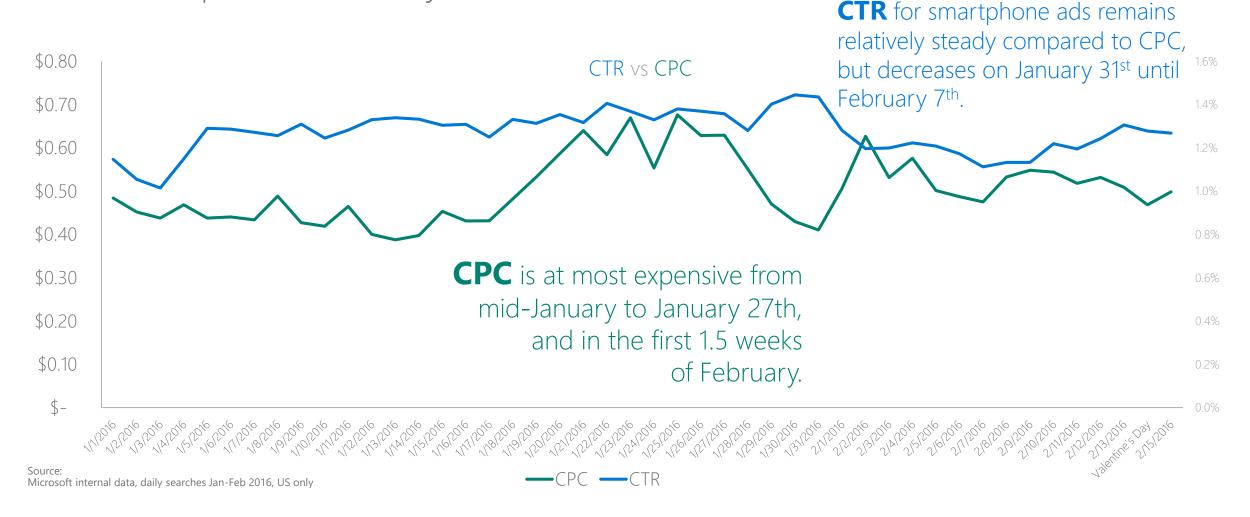
**Smartphones** are the most wished-for item, but most people are gifting the traditional candy, cards, and flowers.





## **Smartphones:** The hottest Valentine's Day item

Schedule smartphone ads in the last week of January for Valentine's Day sales, as CPC drops until January 31st.

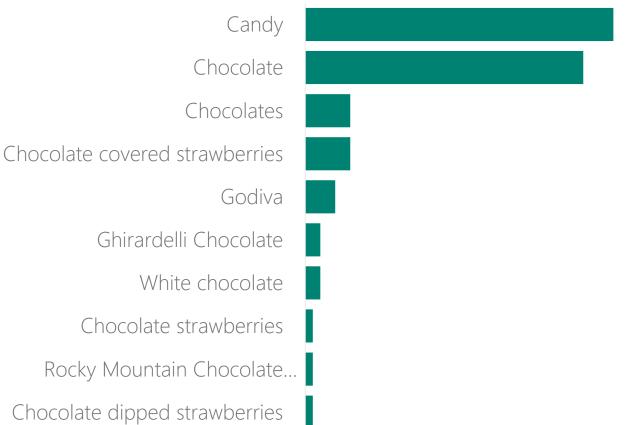






Although candy is the #1 most searched sweet, chocolate-related searches lead this category.







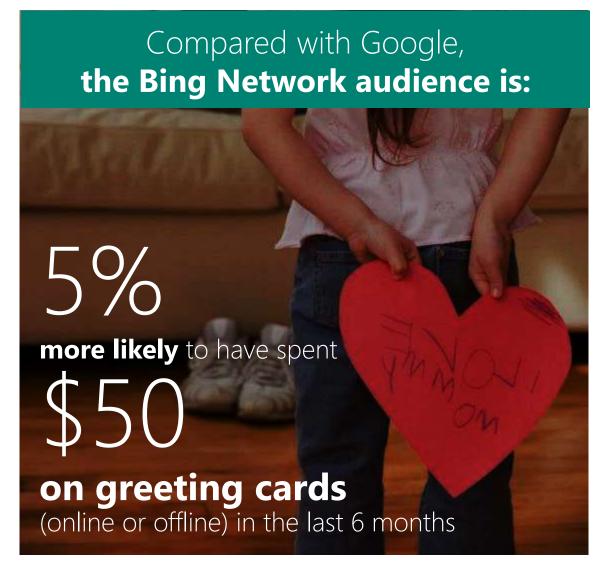




Branded cards were the most popular search terms for cards among the top 10 searches.

Top 10 searches for greeting cards

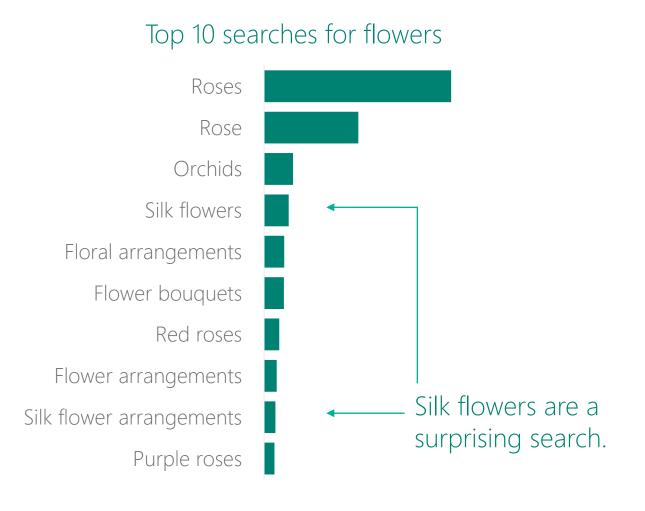


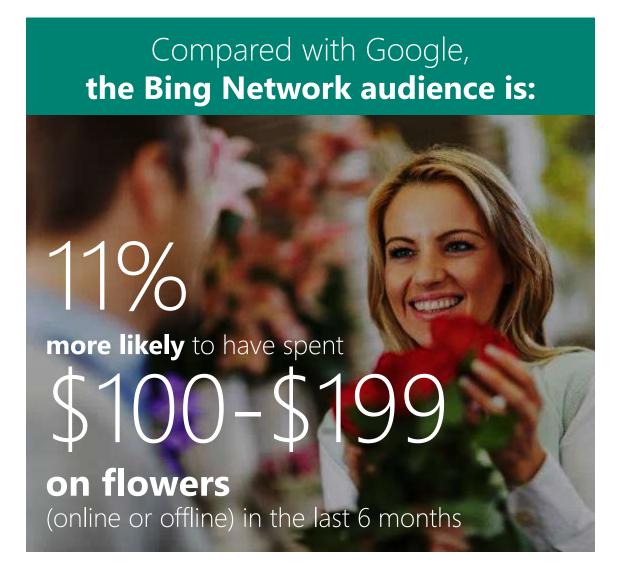






## Roses rule Valentine's Day flower searches.





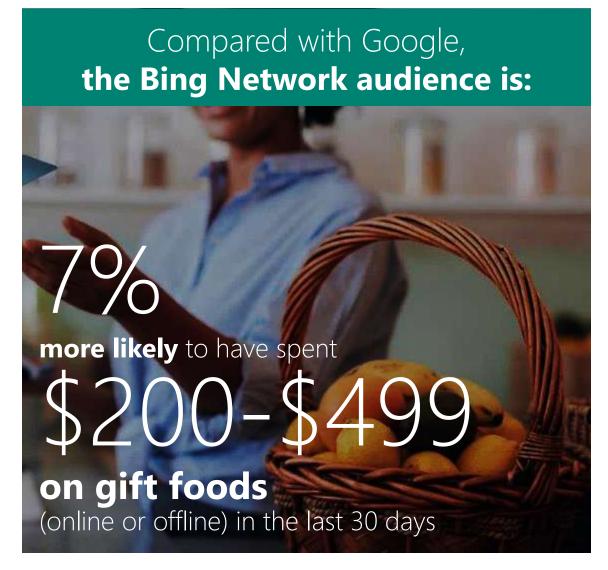




Fruit baskets and fruit bouquets dominate gift basket searches, over cookies and candy baskets.











Jewelry generates the second-most revenue during the Valentine's Day shopping season.

\$4.5B

Total jewelry spending in 2016

Source: comScore Plan Metrix, US, January 2016, custom measure created using comScore indices and duplication. January was used to reflect the month prior to Valentine's Day.

## Compared with Google, the Bing Network audience is: more likely to have spent more likely to have bought jewelry and on jewelry / watches in an online accessories auction in the last 6 months in the last 6 months





Bing on the ring

About 50% of marriage proposals happen on Valentine's Day<sup>1</sup>, so shoppers will be searching for engagement rings.

21%

Engagement ring-related search share among top 10 jewelry searches<sup>2</sup>

Rings generated the most traffic and conversions during the first

J CayS in February<sup>3</sup>

#### Source:

- 1. Fatwallet, Two Dozen Valentine's Spending Facts, 2016
- 2. Microsoft internal data, daily searches Jan-Feb 2016, US only
- 3. Search Marketing Daily, Valentine's Day: Fruits, Flowers, and Bling on the Ring, 2016







39% of people would love to get the gift of experience. Theater tickets (24%) are more popular than live comedy shows (21%) among searches for events.



Movie ticket searches



1/1/2016 1/3/2016 1/3/2016 1/7/2016 1/11/2016 1/13/2016 1/13/2016 1/23/2016 1/23/2016 1/23/2016 1/23/2016 2/2/2016 2/2/2016 2/2/2016 2/8/2016 2/8/2016 2/8/2016 2/8/2016 2/10/2016 2/10/2016 2/12/2016 2/12/2016 2/13/2016 2/13/2016 2/13/2016 2/20/2016 2/20/2016 2/20/2016 2/20/2016 2/20/2016 2/20/2016 2/20/2016

Tip: As expected, schedule movie ticket ads for weekends. Movie ticket searches peak on Valentine's Day and the day before.

## Hotels take the lion's share of Valentine's Day accommodations.



- 9% Vacation rentals 8% Camping & RV 8% Ski le 6% Bed & breakfasts 4% Hostels
- 1% Last-minute 1% House swap

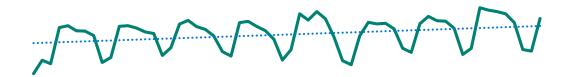
**TIP:** Schedule hotel & lodging ads for **weekdays**. Hotel searches peak on Tuesday/Wednesday and dip on weekends, but over all the trend is steady from January – February.

#### **Top 10 hotel & lodging searches**

- 1. Verbo
- 2. Marriott
- 3. Hilton
- 4. Holiday Inn Express
- 5. Camping

- 6. Hampton Inn
- 7. Lof
- 8. All-inclusive resorts Caribbean
- 9. Choice Hotels
- 10. Las Vegas Nevada Hotel

#### **Hotel & lodging search volume**



1/7/2016 1/3/2016 1/5/2016 1/7/2016 1/11/2016 1/13/2016 1/13/2016 1/23/2016 1/23/2016 1/25/2016 1/27/2016 1/27/2016 2/2/2016 2/2/2016 2/2/2016 2/10/2016 2/10/2016 2/10/2016 2/10/2016 2/10/2016 2/10/2016 2/10/2016 2/10/2016 2/10/2016 2/10/2016 2/10/2016 2/10/2016 2/10/2016 2/10/2016 2/20/2016 2/20/2016 2/20/2016 2/20/2016 2/20/2016 2/20/2016 2/20/2016 2/20/2016







Valentine's Day is the second-busiest day for restaurants in America with 34% of people going out to eat<sup>1</sup>.

Microsoft

1. Eater, What America Eats on Valentine's Day, 2016
2. Microsoft internal data, daily searches by geo location, Jan-Feb

American **comfort food, steakhouses** and **seafood** were the most searched restaurant types in February 2016.

#### Regional top restaurant searches

#### **New York City**

- 1. Applebee's
- 2. TGI Fridays
- 3. Chili's
- 4. Capital Grille
- 5. Kona Grill

#### **Houston**

- 1. Pappadeaux
- 2. Chili's
- 3. Pappasito's
- 4. Denny's
- 5. Perry's Steakhouse

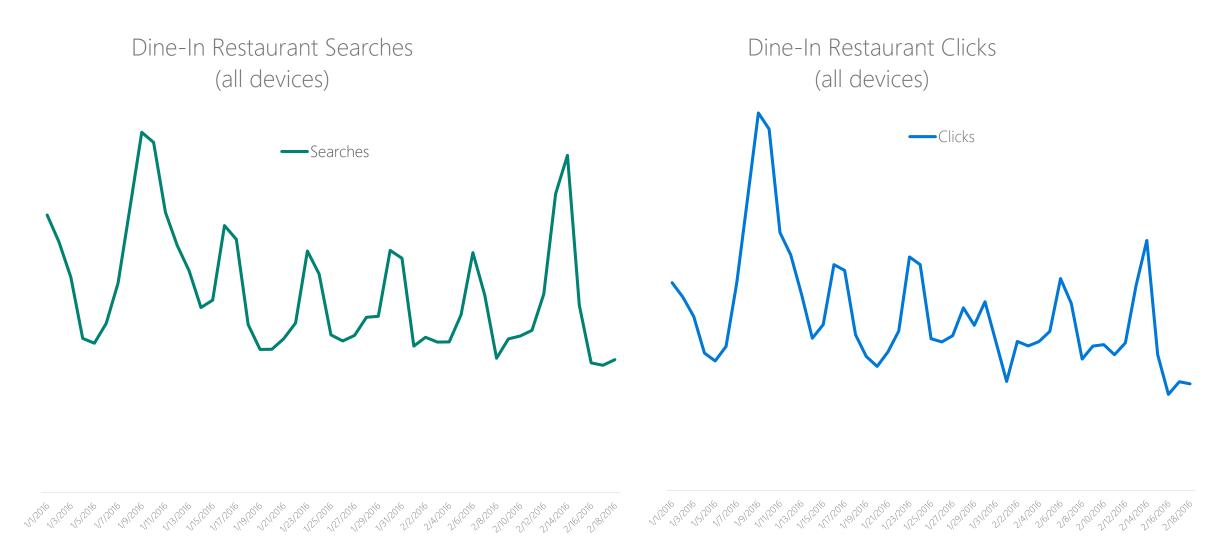
#### **Los Angeles**

- 1. Seafood Restaurants
- 2. Denny's
- 3. Breakfast Restaurants
- 4. Steakhouse
- 5. Chili's

#### **Miami**

- 1. Chili's
- 2. Applebee's
- 3. Denny's
- 4. Texas de Brazil
- 5. Seafood Restaurants

**Restaurant searches & clicks** peak the day-of Valentine's Day. Overall, searches peak at the beginning of the weekend on Fridays/Saturdays and drop at the end of the weekend on Sundays/Mondays during the Valentine's Day season.





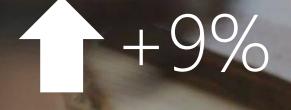




Local searches are increasing YoY on the Bing Network.



Microsoft









#### Staying in is the new date night



Surprisingly, most people are staying home for Valentine's Day. As celebrants get older, the desire to celebrate at home increases. That means couples spending the evening inside may choose to cook or order delivery.



## Stay home

Source: Best Black Friday. 2016 Valentine's Day Shopping Survey, 2016 Eater, What America Eats on Valentine's Day, 2016 Fatwallet, Two Dozen Valentine's Spending Facts, 2016 Netflix, Netflix Valentine's Day Survey, 2016 GrubHub, Couples Valentine's Day Orders, 2015





#### Netflix

72% of those in a relationship said that staying in and watching Netflix is one of their favorite date nights.



Couples

Asian cuisine

Singles

Comfort food (pizza, etc.)

#### Top ad copy combinations



Top ad title and description combinations across devices								
	<u>Edibles</u>	CTA: Buy/Shop	Call To Action	Call To Action	<u>% Off</u>			
Flowers &	Customized	Cards	Price/Pricing	Quality/Guarantee	Deals			
arrangements	DisplayURL	DisplayURL	DisplayURL	DisplayURL	DisplayURL			
	<u>Cellphone</u>	Brand: Apple	<u>Deals/Save</u>	<u>Phone Plans</u>	<u>Phone Plans</u>			
Phones & wireless	Brand: Moto	Dynamic Keyword Insertion	Dynamic Keyword Insertion	Free	Online			
devices	DisplayURL	DisplayURL	DisplayURL	DisplayURL	DisplayURL			
Computors	<u>Tablets</u>	<u>Superlatives</u>	Price/Pricing	<u>Param Insertion</u>	Computer Accessories			
Computers,	Price/Pricing	Tablets	Laptops/Computers	CTA: Get/Shop	Superlatives			
hardware & tablets	DisplayURL	DisplayURL	DisplayURL	DisplayURL	DisplayURL			
	Restaurant Co./Chain	Restaurant Co./Chain	<u>Services</u>	<u>Dish: Pizza</u>	<u>Delivery</u>			
Delivery	Features	Restaurant Co./Chain	Superlatives	Restaurant Co./Chain	Time			
restaurants	DisplayURL	DisplayURL	DisplayURL	DisplayURL	DisplayURL			
	<u>CTA:Now</u>	CTA:Now	Ingredients	<u>Ingredients</u>	Official Site			
Dine-in	Official Site	CTA:Now	Official Site	Superlatives	Dishes			
restaurants	DisplayURL	DisplayURL	DisplayURL	DisplayURL	DisplayURL			

#### Flowers & arrangements

Ad copy performs best when there is either a **Call to Action**, or a **% Off discount** in the ad title. Pair with details about **Price/Pricing**, **Quality/Guarantee**, **Deals** or if flowers come with **Cards** in the ad description to increase ad quality. Alternatively, for arrangements that are **Edibles**, be sure to include **Customized** in the description.

#### **Phones & wireless devices**

Ad copy performs best when there is specific **Brand** in either the title or description. Additionally, unbranded terms like **Cellphone** and **Phone Plans** worked best for ad titles. Align your description to what your audience is searching for by using **Dynamic Keyword Insertion**, and include information about **Free** or **Online** phone plans to further boost interest.

#### **Computers, hardware & tablets**

Ad copy performs best when **Price/Pricing** information is either the title or description for **Laptops/Computers** and **Tablet** ads. Use **Superlatives** (e.g. "best," "top," "great" in either the title or description for **Tablets** and **Computer Accessories.** You can also align your title to what your audience is searching for by using **Parameter Insertion** and pairing with the **CTA:Get/Shop.** 

#### **Delivery restaurants**

Ad copy performs best when the **Restaurant** name is either the title or description, and paired with **Features**, or a specific **Dish**. Other top ad copy combinations include **Delivery** or **Services** in the title, along with **Time** and **Superlatives**.

#### Dine-in restaurants

Ad copy performs best when the **CTA:Now** is either the title or description, and paired with **Official Site.** Include **Ingredients** in the title along with **Superlatives** or **Official Site** in the description. For ad titles featuring **Official Site**, be sure to include **Dishes** in the description.







Top ad title and description combinations across devices								
	CTA: Save	CTA: Save	CTA: Save	<u>Online</u>	<u>Online</u>			
Lodging	Locations	Resorts	Vacations/Tours	Locations	Resorts			
	DisplayURL	DisplayURL	DisplayURL	DisplayURL	DisplayURL			
	<u>Auctions</u>	<u>Auctions</u>	Call To Action	<u>Occasion</u>	<u>Free</u>			
Jewelry	DKI	Percent	Colors	Colors	Official Site			
	DisplayURL	DisplayURL	DisplayURL	DisplayURL	DisplayURL			
	Occasion: Engagement	<u>Jewelers</u>	<u>Jewelers</u>	<u>DKI</u>	Jewelry Store			
Wedding		<u>Jewelers</u> Jewelers	<u>Jewelers</u> Location	DKI  Material: Diamond	<u>Jewelry Store</u> Online			
Wedding rings	<u>Engagement</u>							
	Engagement Jewelry	Jewelers	Location	Material: Diamond	Online			
	Engagement Jewelry	Jewelers	Location	Material: Diamond	Online			
	Engagement Jewelry DisplayURL	Jewelers DisplayURL	Location DisplayURL	Material: Diamond DisplayURL	Online DisplayURL			
rings	Engagement Jewelry DisplayURL  Online	Jewelers DisplayURL <u>% Off</u>	Location DisplayURL  % Off	Material: Diamond DisplayURL  Bags/Backpacks	Online DisplayURL  Sunglasses			

#### Lodging

Ad copy performs best when the title contains the CTA: Save with Location, Resorts, and Vacations/Tours in the description. Using Online in the title also works best with Locations or Resorts in the description.

#### **Jewelry**

Ad copy performs best when the title contains **Auctions** with **Dynamic Keyword Insertions** or **Percents** in the description. Ad descriptions
containing jewelry **Colors** work best with a **Call to Action** or an **Occasion**. Alternatively, who doesn't like a free gift? Use **Free** in the ad title paired with **Official Site** in the description.

#### **Wedding rings**

Ad copy performs best when the title contains **Engagement** with **Jewelry** in the description. **Jewelers** in the ad title also work with repeating **Jewelers** in the description or a **Location** in the description. Align your title to what your audience is searching for by using **Dynamic Keyword Insertion** for descriptions containing **Diamond.** Alternatively, online jewelers should use **Jewelry Store** in the title and **Online** in the description.

#### **Clothing & accessories**

Ad copy performs best for **Sunglasses** or **Bags/Backpacks**. Pair them with either **Online**, **% Off**, or a **Dynamic Keyword Insertion**. Discounts boost ad copy performance, so include % Off in the title and align your description to what your audience is searching for by using **Dynamic Keyword Insertion**.



#### Bing Ads Valentine's Day Checklist

## **Prioritize High-Value Audiences**

- ☐ Men spend more than women.
- Older millennials spend more than all other age categories.
- Don't forget singles who are buying luxury gifts for themselves

#### **Last-Minute Timing**

- ☐ Schedule campaigns 1 month 2 weeks before February 14<sup>th</sup> as there's less ramp time compared to other holidays.
- Be prepared for day-before & day-of purchases.

#### **Prioritize Mobile Search**

- ☐ Bid on trending keywords specific to mobile device searches for Valentine's Day.
- Optimize ads for mobile by using call extensions, location extensions, and site link extensions.

## **Capitalize on Search with Bing Shopping Campaigns**

- Refresh your product feed often to keep it fresh. Upload a new feed at least every 30 days to avoid going dark.
- Make sure to implement sales price and sale price effective date into your feed for Valentine's Day sale items.
- ☐ Apply larger bids to your best-selling items.
- ☐ Implement Remarketing with Bing Shopping Campaigns.

## **Create Campaigns around Trending Valentine's Day Gifts**

- ☐ Candy, cards, and flowers are still the most gifted items.
- People want the gift of tech: smartphones, laptops, tablets & wearables
- People also want either the gift of experience or to stay-in creating opportunities for dinner delivery, cooking at home, and movies.
- ☐ Target keywords on gifts for family, friends, and pets.
- Target keywords for engagement rings for those planning to pop the question on Valentine's Day.







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