



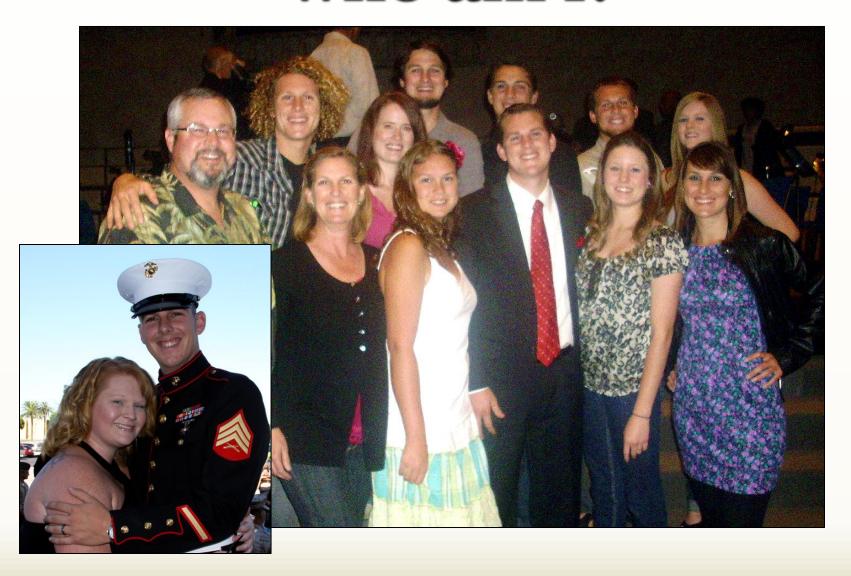
cla2010

Ministry Growth Through Email Best Practices

www.uneeknet.com/more/cla



who am i?







executive director





general manager





internet director





god of humor



owner / ceo / janitor





director of marketing



carefully plan

You've carefully thought out all the angles.

You've done it a thousand times.

It comes naturally to you.

You know what you're doing its what you've been trained to do.

Nothing could possibly go wrong, right?



Think again.













seminar theme

This isn't rocket surgery



The goal of internet work is to help the user succeed



It's a single idea, one that I call 'customer experience' and can be described in any number of ways. Focus on the *other* person's needs. Listen to *customers*. Be open to data that comes from the *outside*...



...Create a good experience for someone *other* than yourself. See the pattern? It takes a certain mindset — that of empathy — to do this work.

- Mark Hurst





Design email for others, as you would want others to design email for you.



"It's a well known fact that you only have a few precious seconds (and pixels) to grab email recipients' attention and turn them into active readers. If you don't entice them right away, chances are you'll lose them."

- Lyris



The Internet is a selfish place. People don't have time. They scan looking for something specific. They only care about what you can do for them. It's about self-service and self-service is about simplicity and convenience.

- Gerry McGovern

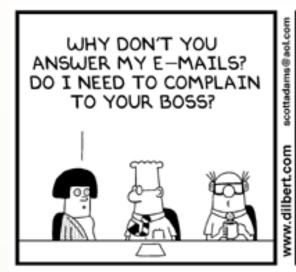


THE

KEEP T SIMPLE SUNSHINE

Principle





YOUR MESSAGES HAVE
TOO MANY TOPICS AND
NO PARAGRAPH BREAKS.
THEY ARE A VIOLATION
OF ALL THAT IS GOOD
AND RIGHT ABOUT
E-MAIL.

SNORK



© Scott Adams, Inc./Dist. by UFS, Inc.

"A picture is worth a thousand words."

"You can tell a book by its cover."

"You only have one chance to make a good first impression."













the basics





Types of organizational email:

Newsletter
Marketing
Transactional
Research
Press releases
Announcements





Types of permission:

Opt-out
Single Opt-in
Confirmed Single Opt-in
Double Opt-in





CAN-SPAM:

Controlling the Assault of Non-Solicited
Pornography And Marketing Act of 2003

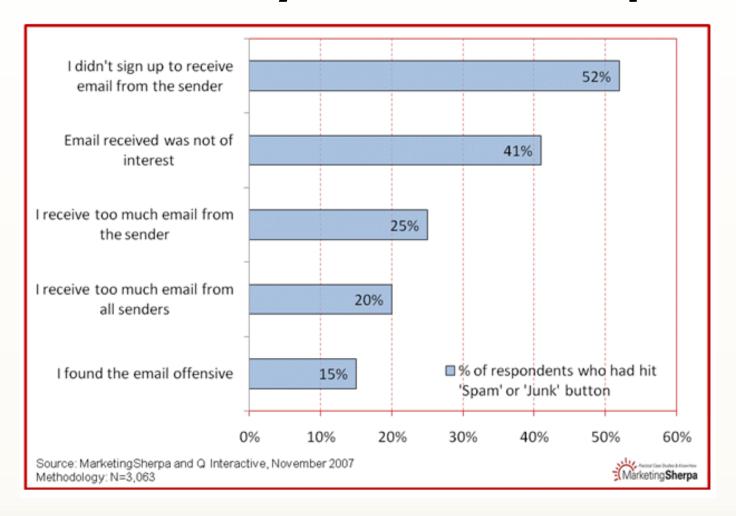
<u>CAN Spam</u>

You CAN Spam

Know the rules



Reasons why users clicked Spam







Types of email formats:

Plain text



Friendly reminder about our Give Back Program

Beth McNellen [beth@houseofmagnets.com]

Sent: Tue 8/25/2009 12:41 PM
To: info@uneeknet.com

I hope you were able to hear our message on last week's Alliance Call about the House of Magnets Give Back Program.

As you know, fall is right around the corner and things are starting to get busier! Please take the time now to help your agents with their magnetic calendar orders (you, or your TL, recently received a kit from us in the mail).

By participating in our Give Back program, House of Magnets will donate 10% of your agent's orders back to your Local Emergency Fund! But please make sure you're signed up for this program. Call or email me today!

And please do shop our prices! In fact here's a link to a recent Price Comparison study - there's as much as a 48% difference: http://cp20.com/Tracking/t.c?7rdN-561Z-hHu57

Beth McNellen Keller Williams Account Manager House of Magnets.com 1912 John Towers Avenue El Cajon, CA 92020 (619) 258-4087 ex 125

You are subscribed as info@uneeknet.com. Unsubscribe now: http://cp20.com/Tracking/t.fo?7rdN--5V3-hHu57





Types of email formats:

Plain text Rich Text Format



Friendly reminder about our Give Back Program

Beth McNellen [beth@houseofmagnets.com]

You forwarded this message on 8/31/2009 11:53 AM.

Sent: Tue 8/25/2009 12:41 PM To: mike@uneeknet.com

I hope you were able to hear our message on last week's Alliance Call about the House of Magnets Give Back Program.

As you know, fall is right around the corner and things are starting to get busier! Please take the time now to help your agents with their magnetic calendar orders (you, or your TL, recently received a kit from us in the mail).

By participating in our Give Back program, House of Magnets will **donate 10% of your agent's orders back to your Local Emergency Fund!** But please make sure you're signed up for this program. Call or email me today!

And please do shop our prices! In fact here's a link to a recent Price Comparison study - there's as much as a 48% difference:

http://www.houseofmagnets.com/acatalog/email/2009/24cal02/

Beth McNellen Keller Williams Account Manager House of Magnets.com 1912 John Towers Avenue El Cajon, CA 92020 (619) 258-4087 ex 125

You are subscribed as mike@uneeknet.com. Unsubscribe now.





Types of email formats:

Plain text Rich Text Format HTML



\$20.10 SALE!

Save up to 47% off 117 stock magnets!

Good thru 1/31/10

We're celebrating the new year & our new website with this insane sale!





best practices



From Your Outbox To Their Inbox



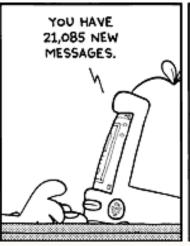


From Email Marketing Reports

















"You should check your e-mails more often. I fired you over three weeks ago."





CLICK HERE TO VIEW RELEVANT MESSAGES





sending







We send it or... Email Service Provider (ESP) Best day/time? Frequency





deliverability





All about reputation!

Keep your lists clean
Separate actives & inactives
Work with your ESP
Set up test email accounts
Add to Approved Senders text





from:





Org Name Mix it up for different purposes





subject:





Direct, relevant, timely and impactful





No more than 40-50 characters

Personalized pens on sale!

House of Magnets [specials@houseofmagnets.com]

Sent: Tue 4/13/2010 11:55 AM

To: mike@uneeknet.com





Identifier?

(Email Marketing Reports) Caesar's inbox, template design, best practices report,...

Email Marketing Reports [emr@news.email-marketing-reports.com]

Sent: Mon 2/22/2010 10:32 AM

To: Mike Atkinson





Identifier?

Questioning Facebook's Q&A quest

CNET News Daily Dispatch [newsletters@cnet.online.com]

Sent: Fri 4/16/2010 9:47 AM

To: Mike Atkinson





Use action words
Emphasize benefits
Free is okay
Exclamation marks, too
NO CAPS!





Personalization

Follow-up email

Kevin Miller [specials@houseofmagnets.com]

Sent: Thu 1/29/2009 10:04 AM

To: mike@uneeknet.com

Follow-up email for Ken Hamilton

Kevin Miller [specials@houseofmagnets.com]

Sent: Wed 1/28/2009 10:07 AM

To: mike@uneeknet.com

Mike, follow-up email

Kevin Miller [specials@houseofmagnets.com]

Sent: Tue 1/27/2009 10:47 AM

To: Mike





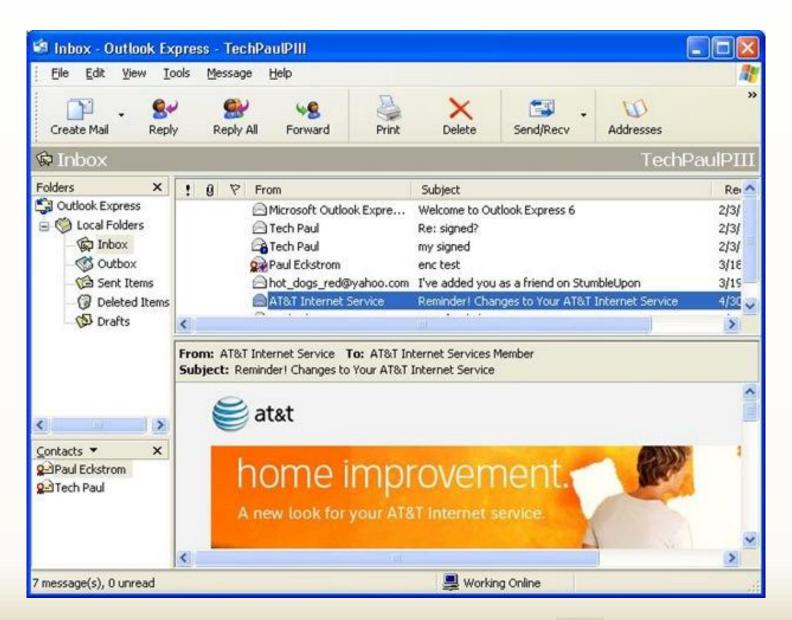
design



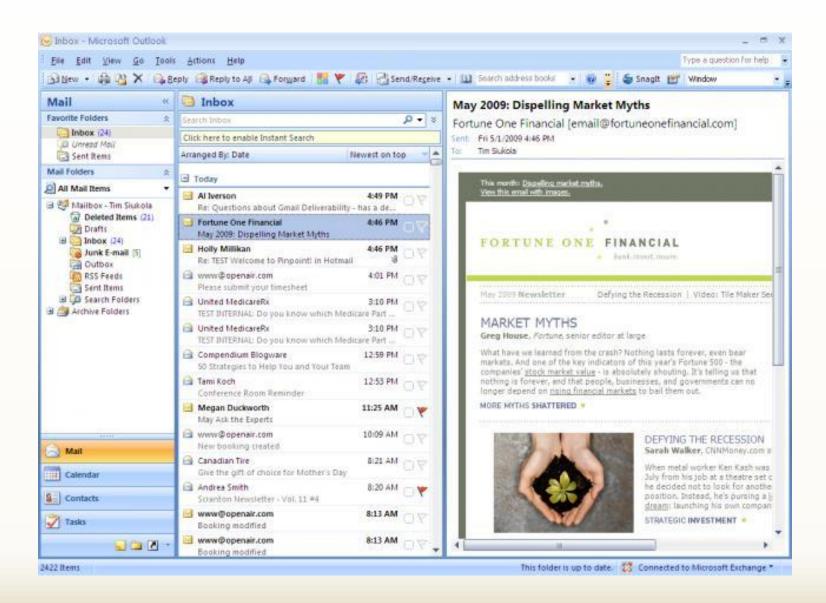


Design for the preview pane!













Best layout



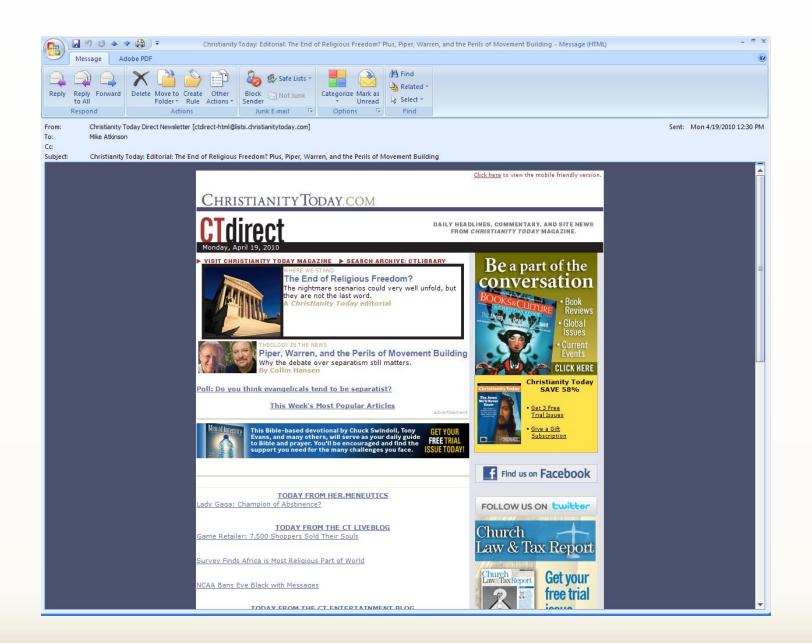




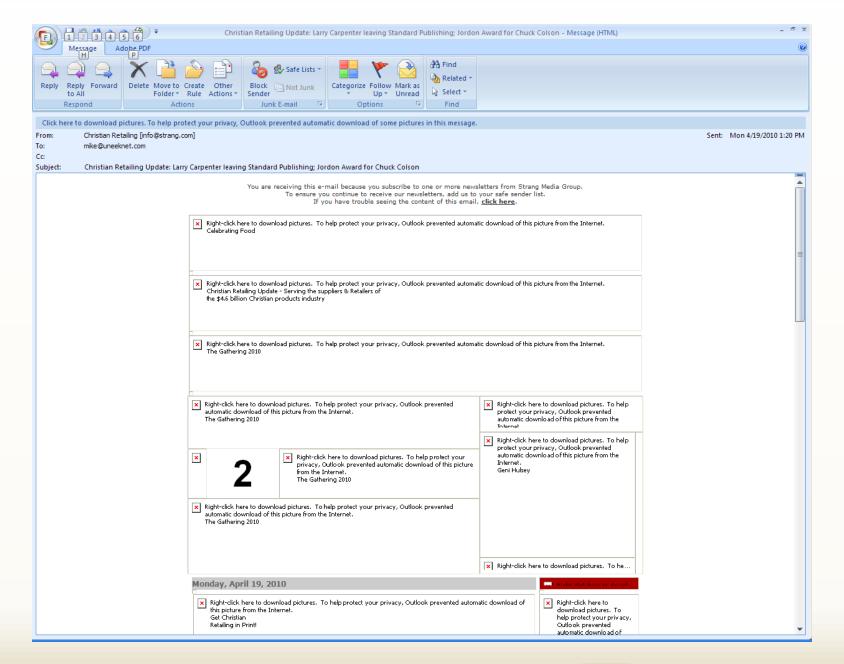


Image suppression

On or off?

70% off!











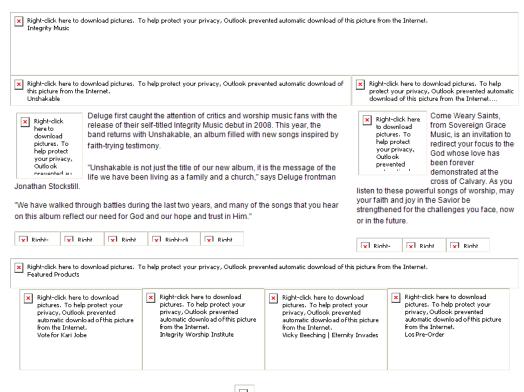
Deluge 'Unshakable', You Choose The Dove Winner & More!

Integrity Music [IntegrityMusic@newsletter.integritymusic.com]

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Sent: Tue 4/20/2010 1:46 PM

Mike Atkinson



ShareThi

To no longer receive messages from Integrity Media, please click here.

OR Send a postal request to: 1000 Cody Road, Mobile, AL 36695



Deluge 'Unshakable', You Choose The Dove Winner & More!

Integrity Music [IntegrityMusic@newsletter.integritymusic.com]

Sent: Tue 4/20/2010 1:46 PM

o: Mike Atkinson



1000 Cody Road, Mobile, AL 36695



2 DAYS ONLY! Draft Day Pre-Sale: 30% OFF Entire Site

Chargers Pro Shop [reply-15146@up0.net]					
Click here to download p	pictures. To help protect your privacy, C	Outlook prevented automatic downloa	d of some pictures in this message.		
Sent: Tue 4/20/2010 9:54 AM					
To: mike@uneeknet.com					
2 DAYS ONLY! DRAFT DAY PRE-SALE: 30% OFF ENTIRE SITE at www.ChargersProShop.com					
CLICK HERE TO ENTER THE ONLINE PRO SHOP					
	X Right-click here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet.				
	CLICK HERE TO SHOP THE ONLINE STORE NOW				
	Right-click here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet. 2 DAYS ONLY - 30% OFF ENTIRE SITE!				
	Right-click here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet. OVERSTOCK SALE: SAVE 40-60% NOW		Right-click here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet. FREE SHIPPING ON ORDERS OVER \$100		
				I.	



2 DAYS ONLY! Draft Day Pre-Sale: 30% OFF Entire Site

Chargers Pro Shop [reply-15146@up0.net]

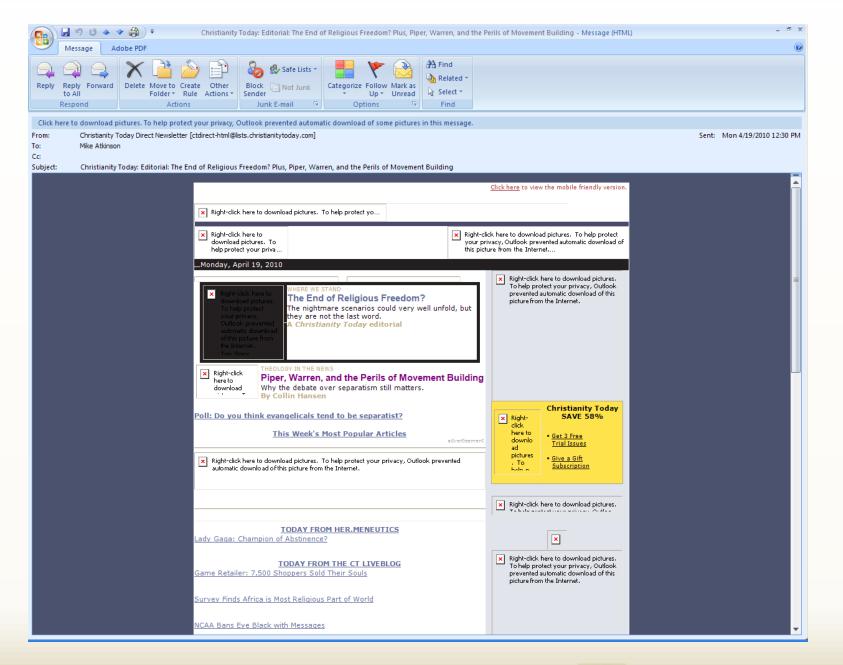
Sent: Tue 4/20/2010 9:54 AM

To: mike@uneeknet.com

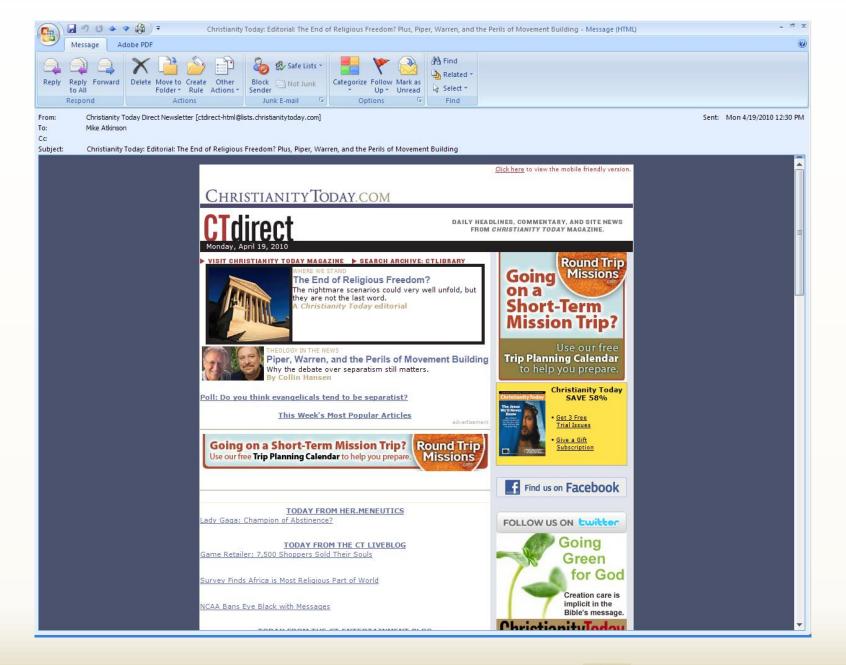
2 DAYS ONLY! DRAFT DAY PRE-SALE: 30% OFF ENTIRE SITE at www.ChargersProShop.com









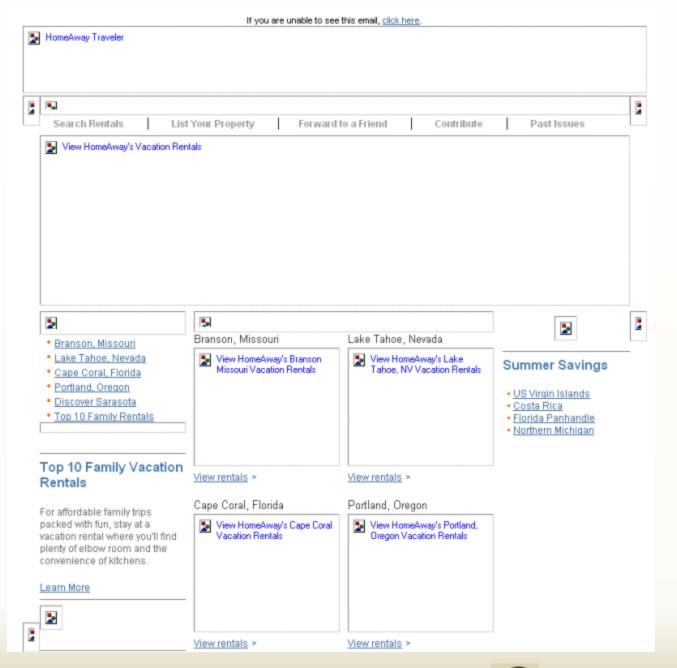






What to do? ALT tags!









What to do? ALT tags! Table cells

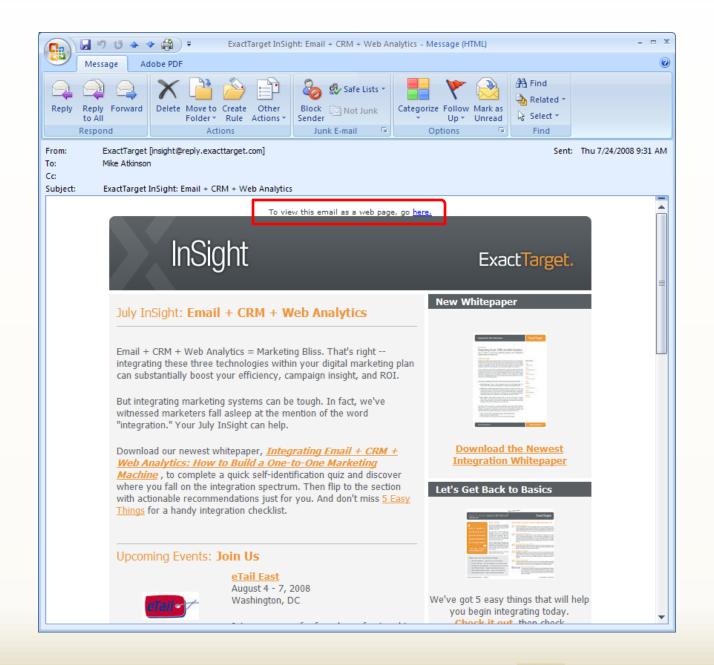








What to do? ALT tags! Table cells Web version link



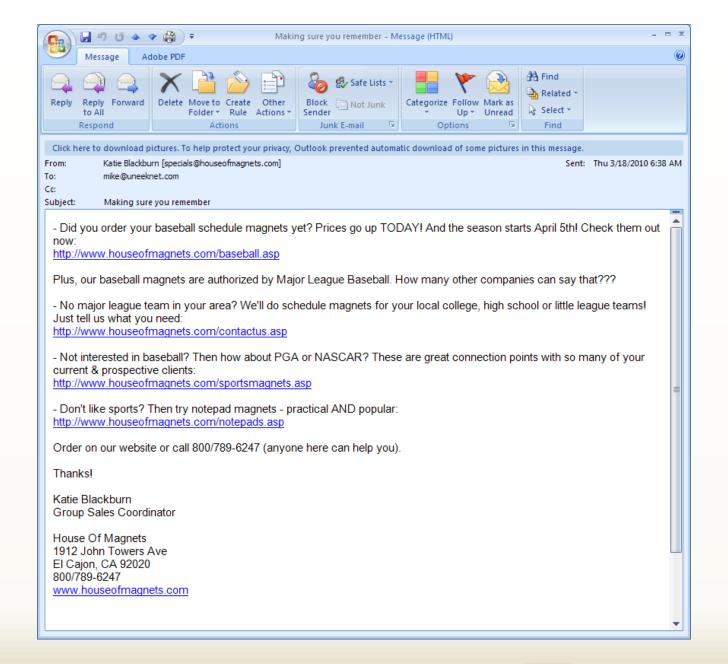




What to do?

ALT tags!
Table cells
Web version link
Text format









Link your images!



Baseball's Opening Day is Next Week!

Your current & prospective clients LOVE these magnet schedules

Still time to get your magnets out!

- Peel-n-Stick magnets start at only
 34¢ each
- All 29 US pro teams
- Fit in #10 envelope (except Jumbo magnet)
- Mails as 1 ounce!* (except Jumbo magnet)
- High-quality 4-color printing

MORE> 78%



House of Magnets is authorized by Major League Baseball to offer these baseball schedule magnets





Email content/offers Contain a strong call-to-action Focus on benefits Create a sense of urgency Targeted, relevant and timely Clear and concise





E.B. White's 17th rule: Omit needless words

Krug's version for the Web: Omit needless words





Get rid of half the words on each page, then get rid of half of what's left.

(Relating to happy talk and instructions)

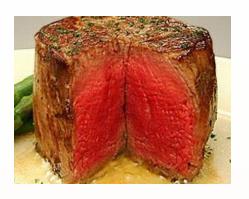
Shorter paragraphs Bulleted lists





features vs. benefits





Steak

Sizzle



Better Sizzle





how?

stories

pictures

voice:
active
genuine
conversational



Don't forget your header

Can't see this email with images? Click here.

Check us out on Facebook and Twitter!



"There are two ways of attaining an important end:
Force or Perseverance. The silent power
of the latter grows irresistible with time."

- Madame Swetchine

Calendars | Home | Business Card | Sports | Notepads | Others



Don't forget your footer

MIKEY'S FUNNIES is a clean humor email list, sent every weekday and is generously hosted by Agathon Group, website development and hosting with a ministry heart:

http://www.agathongroup.com/

We sent you this recurring mailing because you either directly subscribed to the list, signed up on our website, or emailed a request to be subscribed to Mikey's Funnies. We DO NOT rent, sell, or share your email address with any company, organization or individual, sacred or secular. And, subscribing will not result in more spam. We guarantee it!

```
~ Add our address to your Approved Senders/Whitelist: <u>funnies-owner@lists.MikeysFunnies.com</u>
```

```
~ DONATE: <a href="http://www.mikeysFunnies.com/donate.html">http://www.mikeysFunnies.com/donate.html</a>
```

- ~ ADVERTISE: http://www.mikeysFunnies.com/advertise/
- ~ CONTACT US: http://www.mikeysFunnies.com/contact.html
- ~ FACEBOOK: http://www.facebook.com/mikeysfunnies

You're subscribed as help@mikeysfunnies.com Unsubscribe, subscribe or change your email address: http://www.mikeysFunnies.com/sub/





Segmentation



D'backs Magnets Help You Win!

Discounts end in only 13 days

Pre-Season Discounts! Savings end 3/18/2010

- Peel-n-Stick magnets starts at only 30¢ each
- First in #10 envelope (except Jumbo magnet)
- Mails as 1 ounce!* (except Jumbo magnet)
- · All 29 US pro teams
- · High-quality 4-color printing
- Mails as 1 ounce!* (except Jumbo magnet)



Four magnet styles & sizes



House of Magnets is authorized by Major League Baseball to offer these baseball schedule magnets





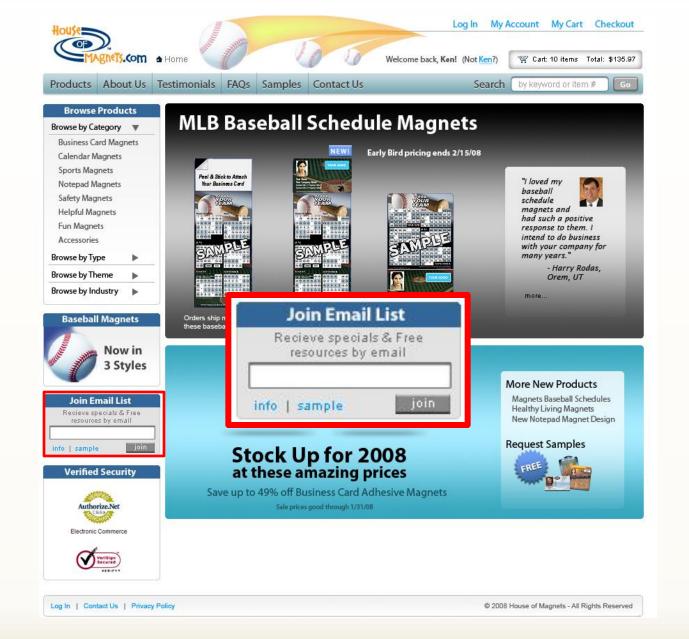
list growth





Sign up form on your site









Forward to a friend





Order on our website today or call 1-800-789-6247

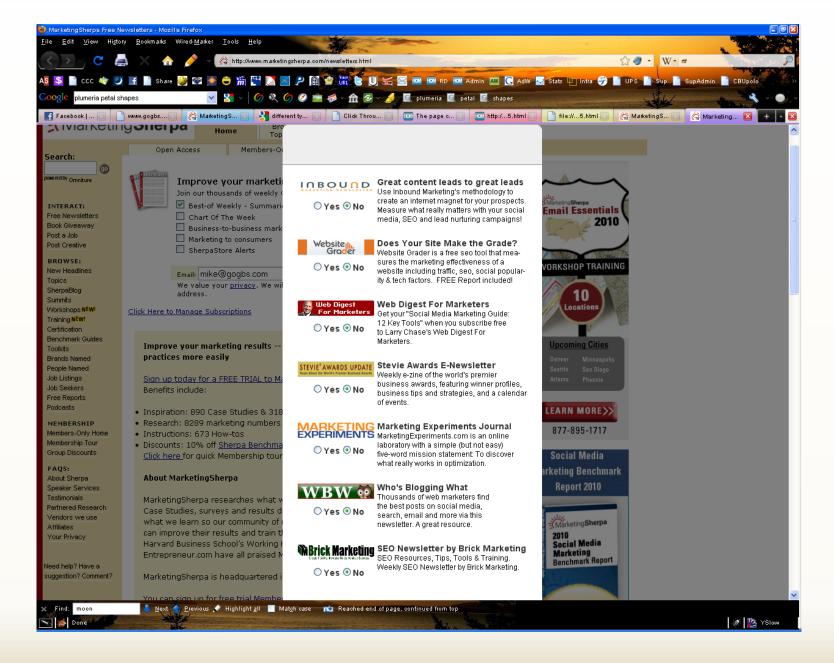
FORWARD THIS EMAIL TO YOUR ASSOCIATES





Partnerships









Email Marketing Awards 2010: Top Consumer Winners





Best Email Newsletter



JULY TRIP IDEA: SUMMERTIME WATER FUN

Dear Traveler.

Don't stay in the air-conditioning to cool off! Take on one of these great water fun destinations! Grab a waterproof camera and soak yourself in tons of family fun. Find more at VisitIndiana.com.

Restart Your Summertime Water Fun Engine



WET, WILD AND WALLET-FRIENDLY

- · Abe Martin Lodge, Brown County State Park While a State Park may conjure up pictures of outdoor recreation, the Abe Martin Lodge also has a 12,000square-foot indoor waterpark. Glass walls let you feel you're in the great outdoors while you play inside.
- Big Splash Adventure Indoor Water Park & Resort, French Lick - 40,000 square feet of fun under a retractable roof, one of few in the world. Play, then stay in one of the family-friendly suites.
- · Caribbean Cove Indoor Water Park at Holiday Inn North, Indianapolis - Registered hotel guests jump, spray, slide and splash their way through 50,000 square feet of tropical paradise. The 700-gallon bucket high above Kastaway Kidz Island soaks those below every few minutes. Discount

Indiana Office of Tourism Development





Best Promotional Message ---**Direct Sale** or Lead Gen Offer



- 4 nights for 4 at the historic Crater Lake Lodge
- · Hybrid SUV rental for one week
- · 4 mountain bikes to use & take home
- · 4 cross-country ski packages to use & take home
- \$2,500 spending cash



Natural gas tankless water heater and installation











It's easy to enter, easy to win and easy to make a difference. Just sign up for the Smart Energy Challenge and take a three-question quiz. That's it, you've entered! Through October 15, new Challenge quizzes will be posted. Log on, complete a quiz and--shazaam!--you've got another entry. The more Challenge quizzes you complete, the more you'll learn, and the better your chances of

- . Take 8 Challenge guizzes. Each is worth one entry.
- · Sign up to become a Smart Energy customer and offset emissions from your home's natural gas use. You'll get one entry and help fight climate change. Existing Smart Energy customers also get an entry.
- · Switch from paper natural gas bills to paperless electronic statements. You'll get one additional entry and make some trees very happy.

Take the Challenge

Fest Your Knowledge and Help do Your Part (for 20 cents a day.)

SMART() ENERGY.

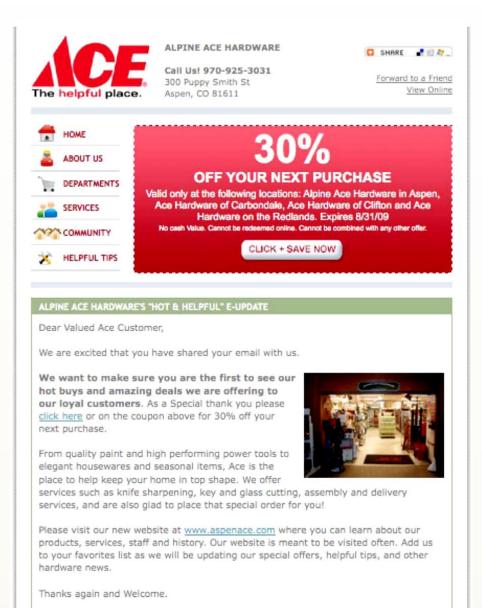
NW Natural

Sign up today!





Best Promotional Message -Direct Sale or Lead Gen Offer Honorable Mention

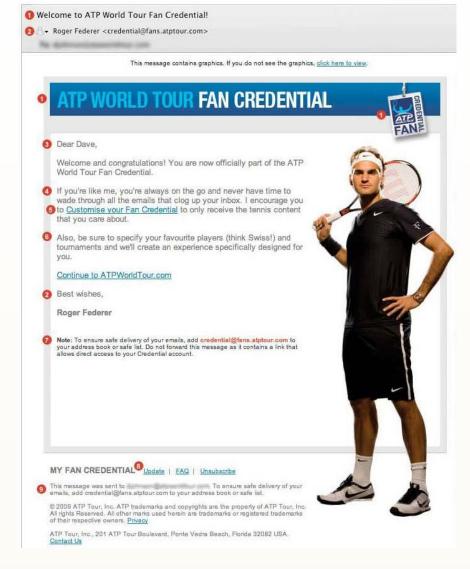


Ace Hardware





Best Single
Welcome
Letter
to New
Subscribers



ATP World Tour



When it comes to Email & Web development, there is no finish line.

You only finish laps.



EVALS!



Honesty please.



Download this presentation and helpful linx: www.uneeknet.com/more/cla