

**Instacart Featured Product Ads Deep Dive** 

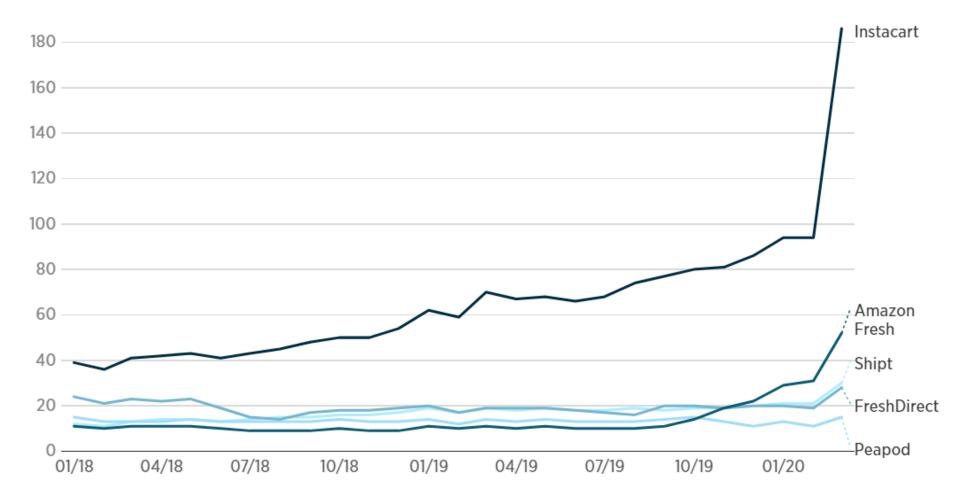


Presented By
Stephanie Leffler, CEO
OneSpace



#### **Grocery Delivery Sales in the US since 2018**

Instacart sales grew by 98% between February and March. Amazon Fresh grew by 68% month over month, while Shipt, FreshDirect and Peapod each grew by about 45%.



Sales are indexed to a baseline of 100 in January 2018. Amazon Fresh sales include both the old membership fee and Amazon Grocery.

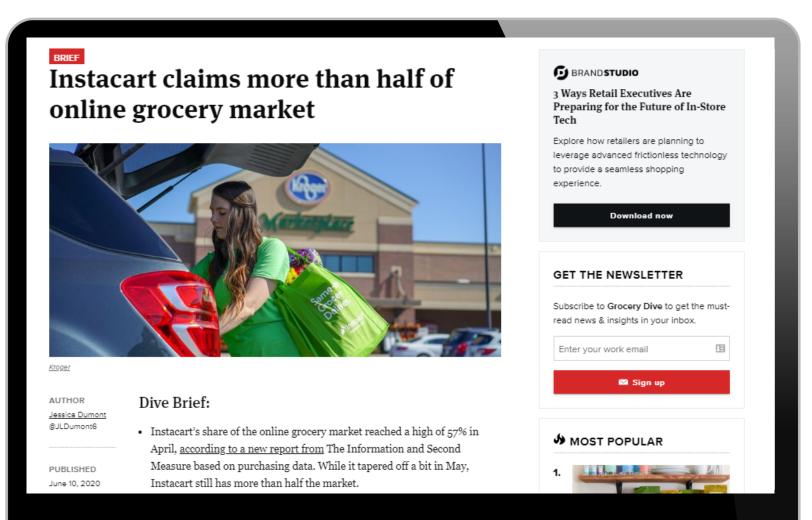
Chart: CHRIS

Chart: CHRIS A. WILLIAMS • Source: Second Measure





# Instacart Led Online Grocery with 57% Share in April





#### **Fragmented Industry Requires a Comprehensive Strategy**

## 80% of grocery shopping occurs outside of Walmart & Amazon 96% of customers who haven't tried online grocery would pick a store they already shop from

US Total Grocery Gross Transaction Value = \$838B Each store icon represents \$8B in GTV Costco Loblaw Publix. Wegmans STATER BR@S. SUPERVALU. 
Ahold Smart&Final. CVS Total Wine petco KINGS MOLLIE STONE'S **BEST** MARKET Gelson's heinen's HyVee. **ROUSES MARKETS** Wakefern MATURAL GRÉCERS Harris Teeter ABC 

Walmart 18%

Amazon: 2%

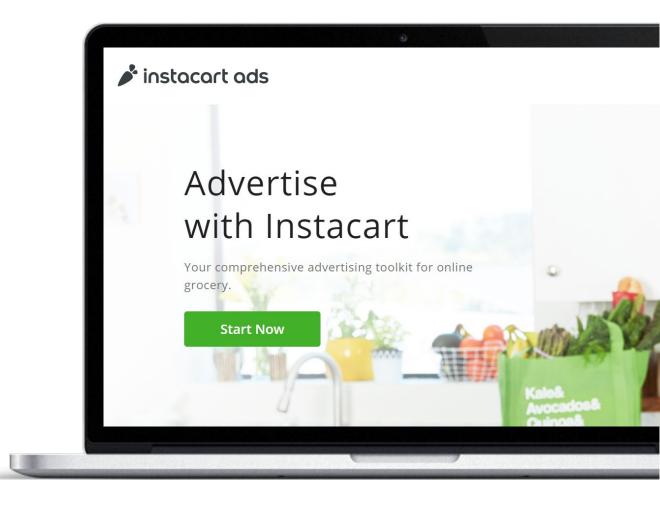




# Instacart Paid Advertising

#### **Multiple Promotional Opportunities**

- Featured Product
- Coupons
- Brand Wide Discounts
- Other Media Placements





### **Featured Products Overview**





#### **Featured Product Ads**

#### **While Browsing**

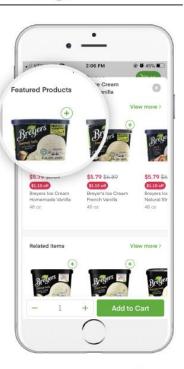
## 

#### Home Page Department

#### **While Searching**



**Search**Note that this view is zoomed out



**Item Details** 

#### **Personalized After Ordering**







In "Your Items"

#### **While Browsing**



Schnucks

Search Schnucks...

Home Departments Savings Get \$50

PICKUP

1123 Far Oaks Dr V

Aug 25 - Aug 26 🛈

Your Items

Departments / Frozen / Frozen Meals

#### **Pasta Meals**





\$4.99 Birds Eye Alfredo Chicken 21 oz



Featured

\$8.19 Birds Eye Cheesy Chicken, Family Size 42 oz



\$8.19 Birds Eye Family Size Alfredo Chicken 2.63 lb



\$5.29 Birds Eye Chicken Alfredo Bowl, Sleeve 9.3 oz



\$8.19 Birds Eye Voila! Family Skillets Chicken Stir-Fry 42 oz



\$9.49 Stouffer's Cheesy Garlic Lasagna with Meat Sauce, Family Size 35 oz



Sort by Popularity

🔛 Cart

Account V Help

\$5.29 Amy's Bowls Country Cheddar 10.2 oz



\$3.39 Stouffer's Tuna Noodle Casserole 12 oz



\$9.49 Stouffer's CLASSICS Family Size Vegetable Lasagna 5 oz



\$7.39 Tastee Choice Shrimp Lo Mein 24 oz



\$3.39 Stouffer's CLASSICS Macaroni & Cheese with Broccoli 12 oz



\$1.09 Michelina's Macaroni & Cheese 8 oz

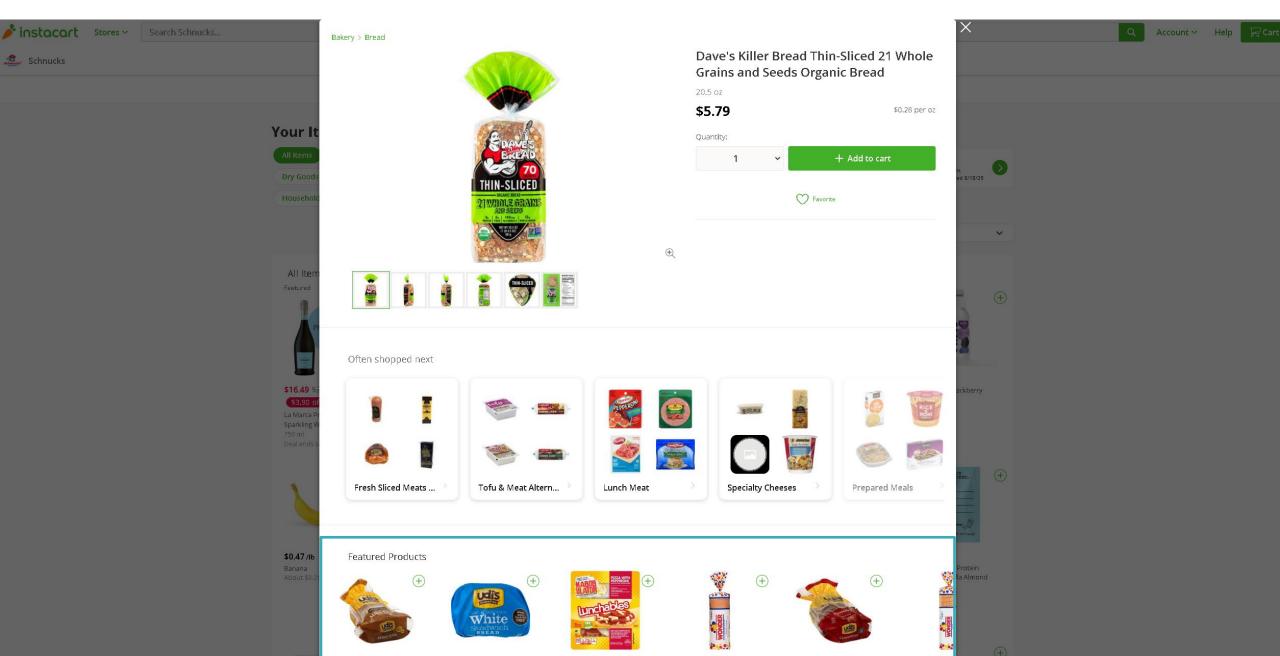


\$7.39 Stouffer's Macaroni & Cheese 40 oz

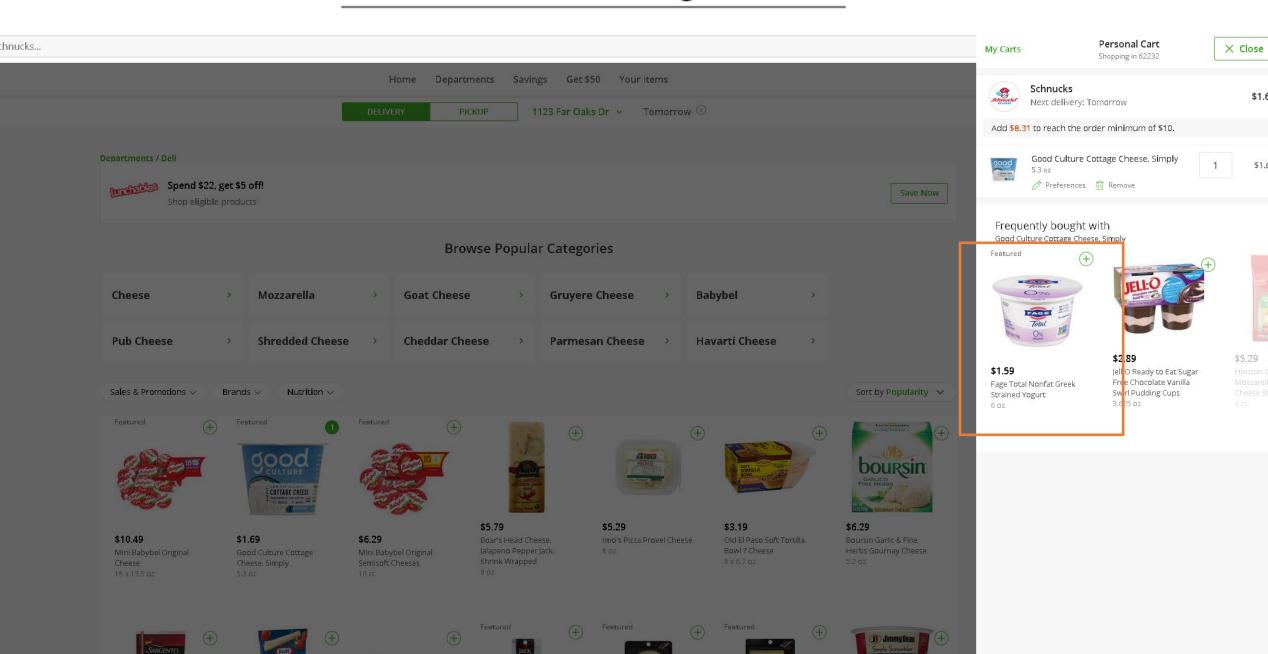


\$4.99 Amy's Light & Lean Sweet & Sour Asian Noodle 8 oz

#### **While Browsing**



#### **While Browsing**

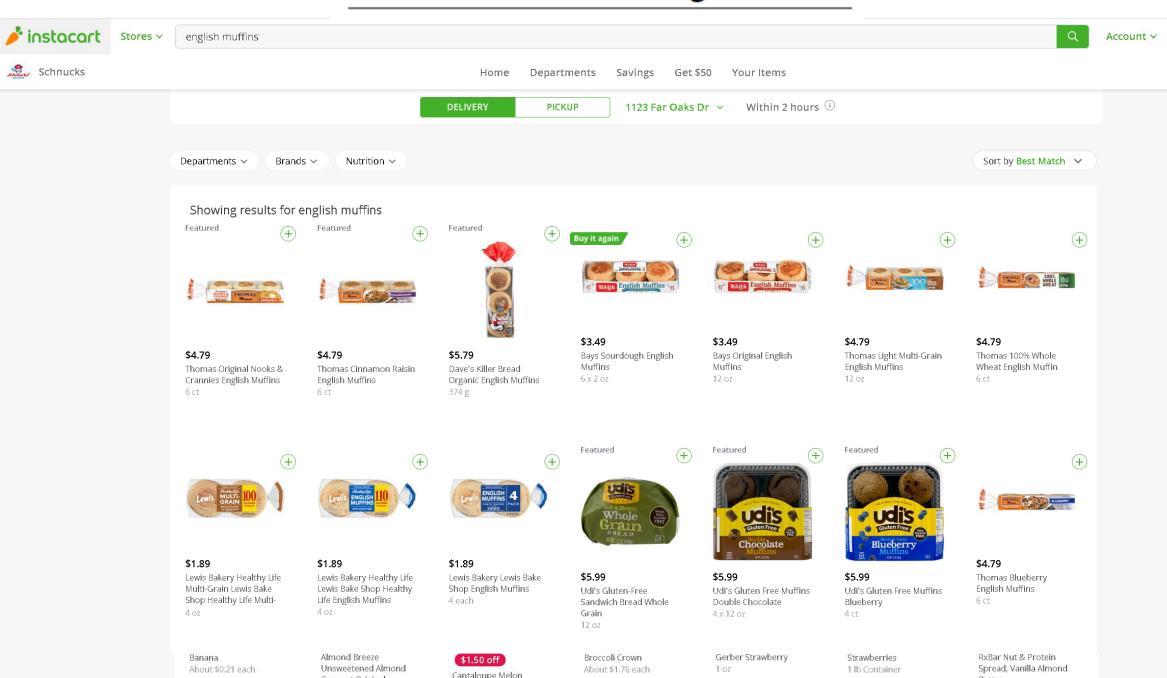


\$1.69

\$1.69

戻 Cart

Help



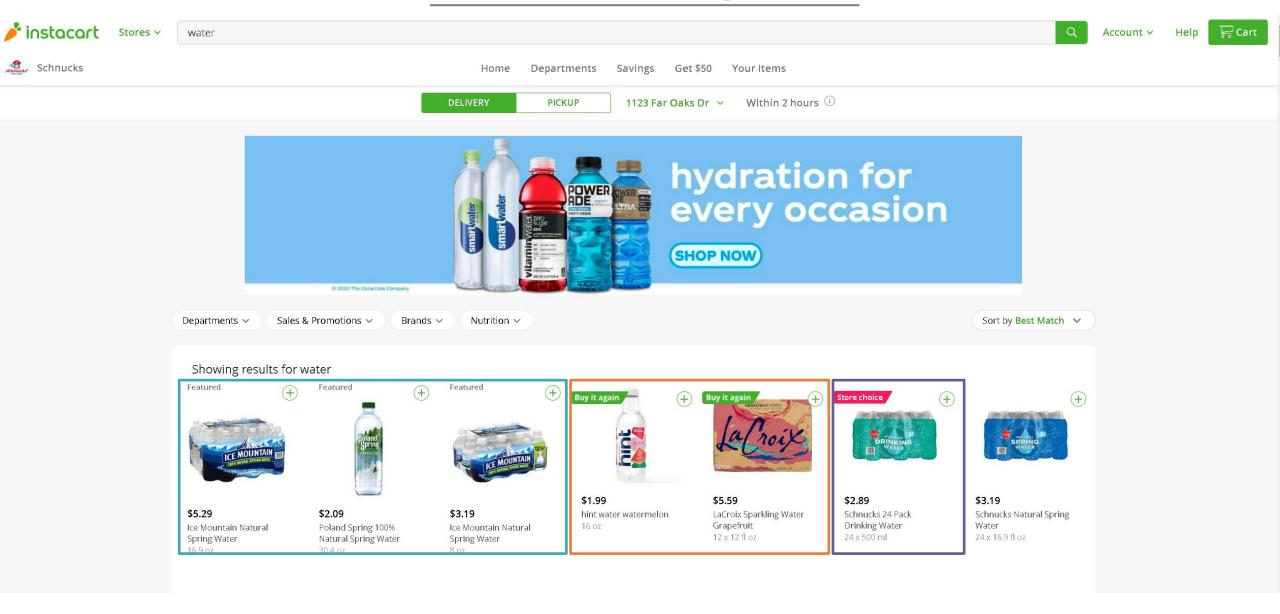
#### **Search is Foundational**

17+ searches happen per order

#### **Top Rows = Prime Shelf Space**

**70%** of conversions from search take place in the first row (88% in first three rows)





Schnucks.

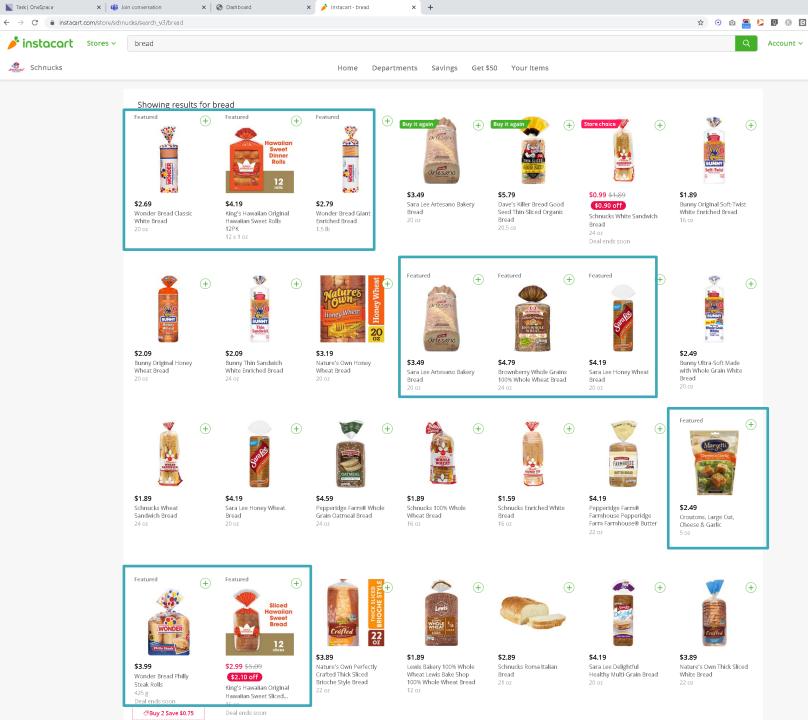
**Sponsored Search Placements** 

1-3

11-13

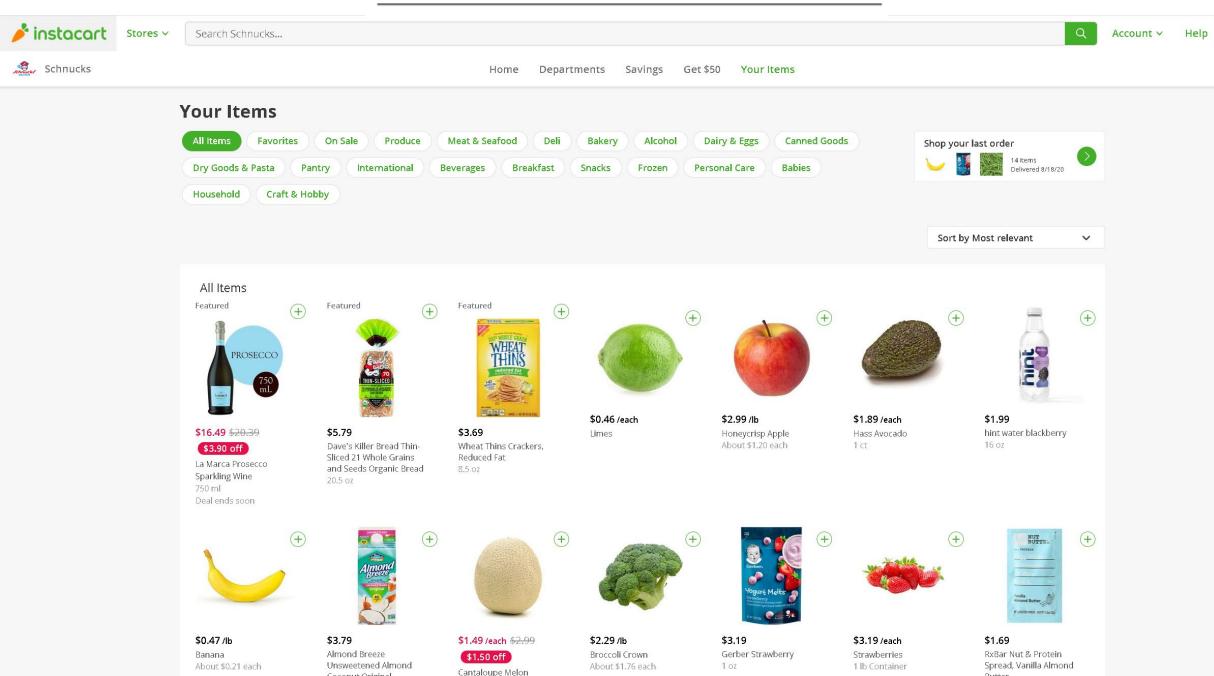
21-23

31-33



#### **Personalized After Ordering**

戻 Cart



#### **Personalized After Ordering**

- Over time, consumers become more reliant on their personalized list of previously purchased items
- By a customer's 10th order, 25% of all conversions are from the "Your Items" aisle



Source: Instacart First Movr Presentation

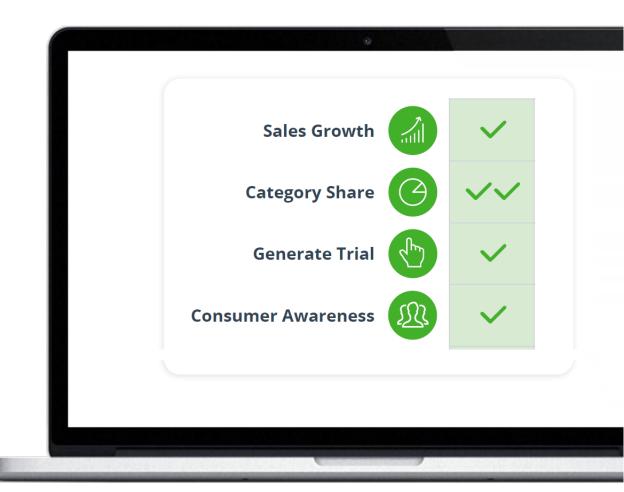
## **Goals & Structure**





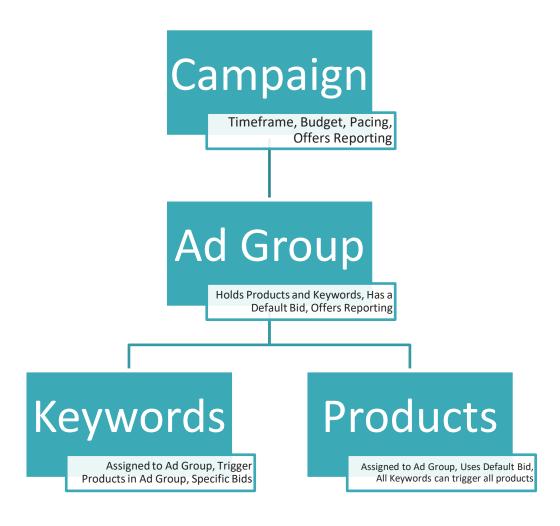
## Featured Product Ads GOALS

- Sales Growth
- ROAS
- Total Category Share\* ( Defense & Acquisition)
- Category Visibility/Awareness

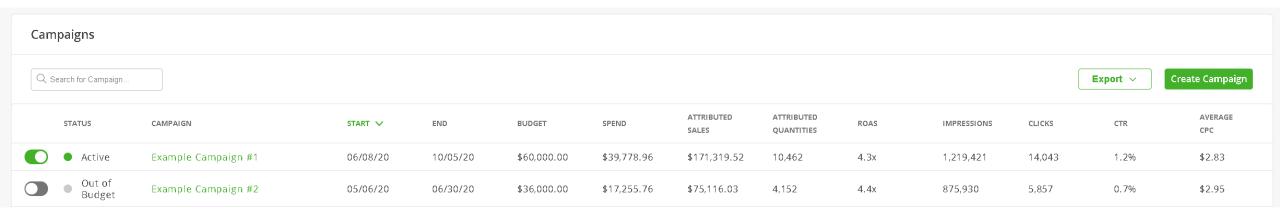




<sup>\*</sup>only available with premium Instarcart analytics

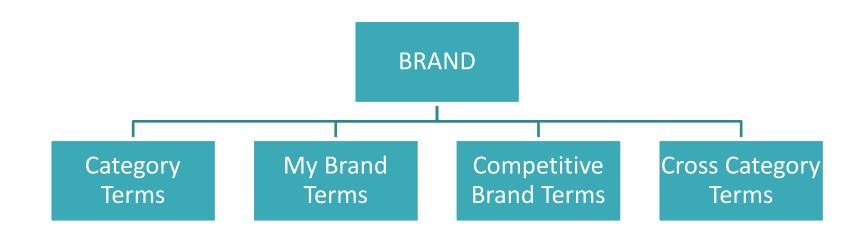






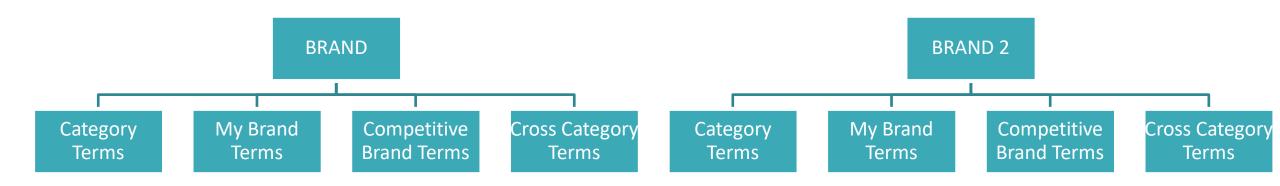
Start date, end date, budget, reporting considerations, toggle on or off, pacing







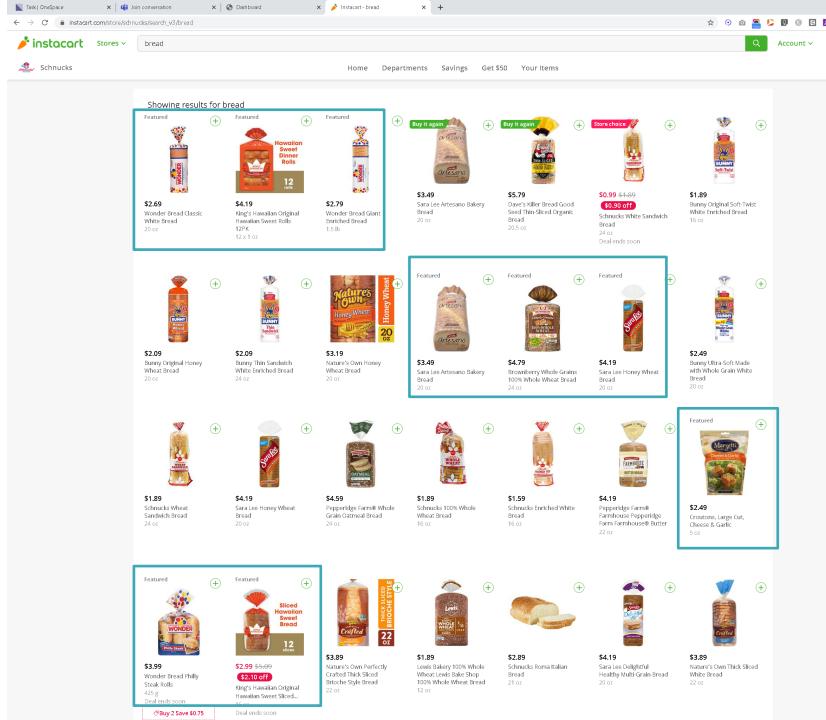
If Brands have separate budgets



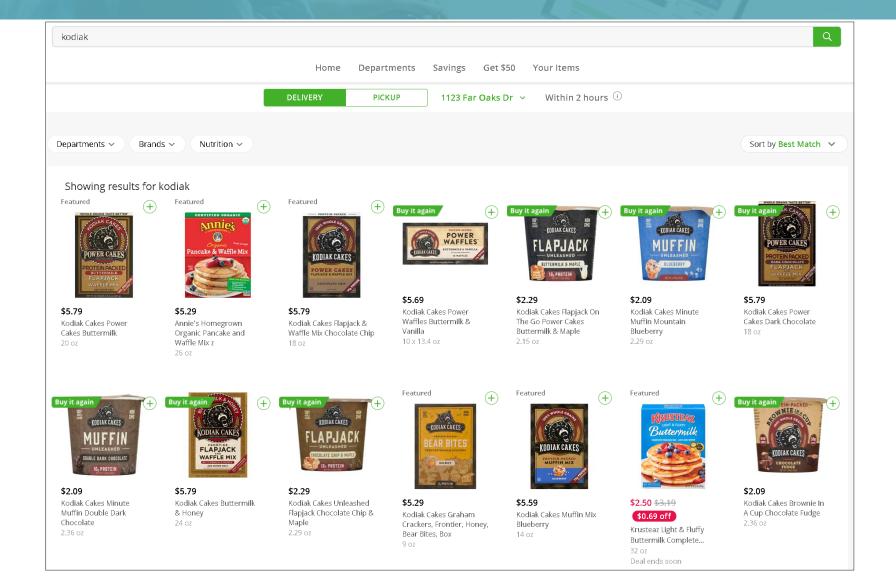


#### Win with Multiple Ad Groups

Win 2 placements per ad group based on your bids and relevancy to the search term

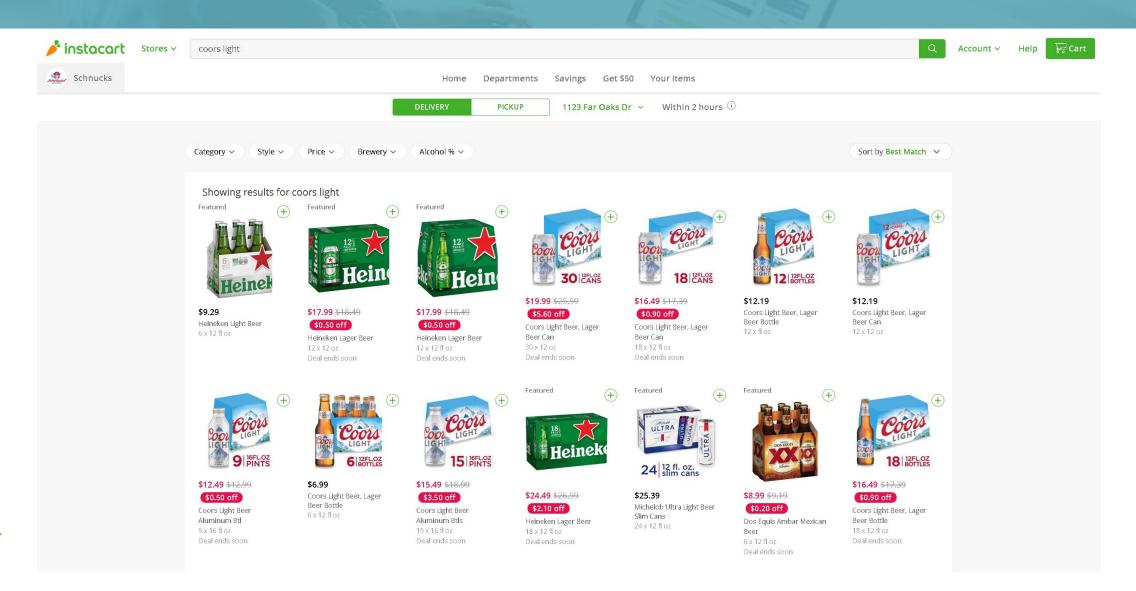


#### **Bid on Your Own Terms: Share Defense**





#### If You Don't Bid on Your Own Terms

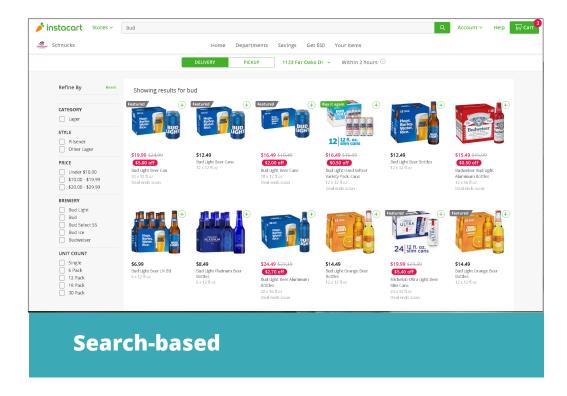




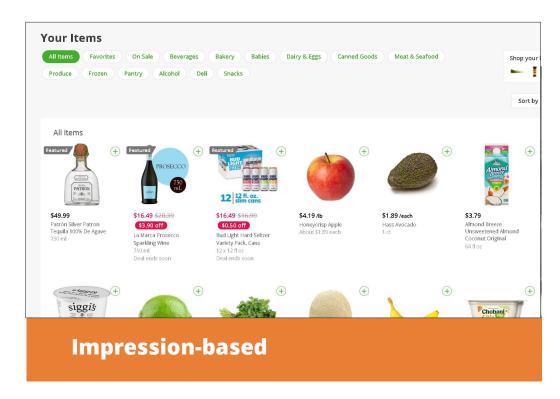
## **How to Build Ad Groups**



## **Ad Types**



Search-based ads are any featured listing that displays on a consumer's SERP when they manually perform a keyword search.



Any ad that appears as a consumer navigates through Instacart's platform (without performing a specific search) can be considered an impression-based ad.

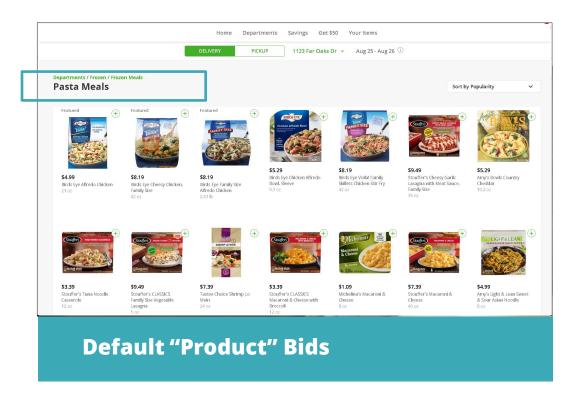


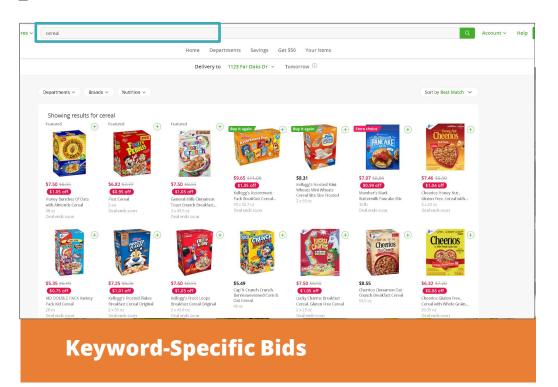
## **Ad Types**



Source: Instacart First Movr Presentation

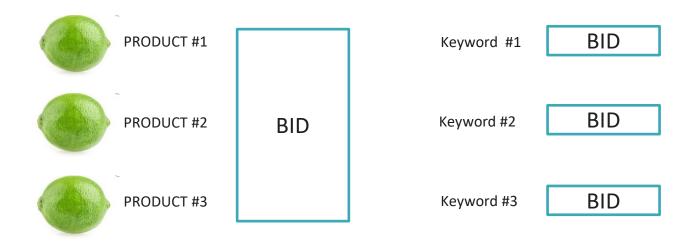
## **Bid Types**







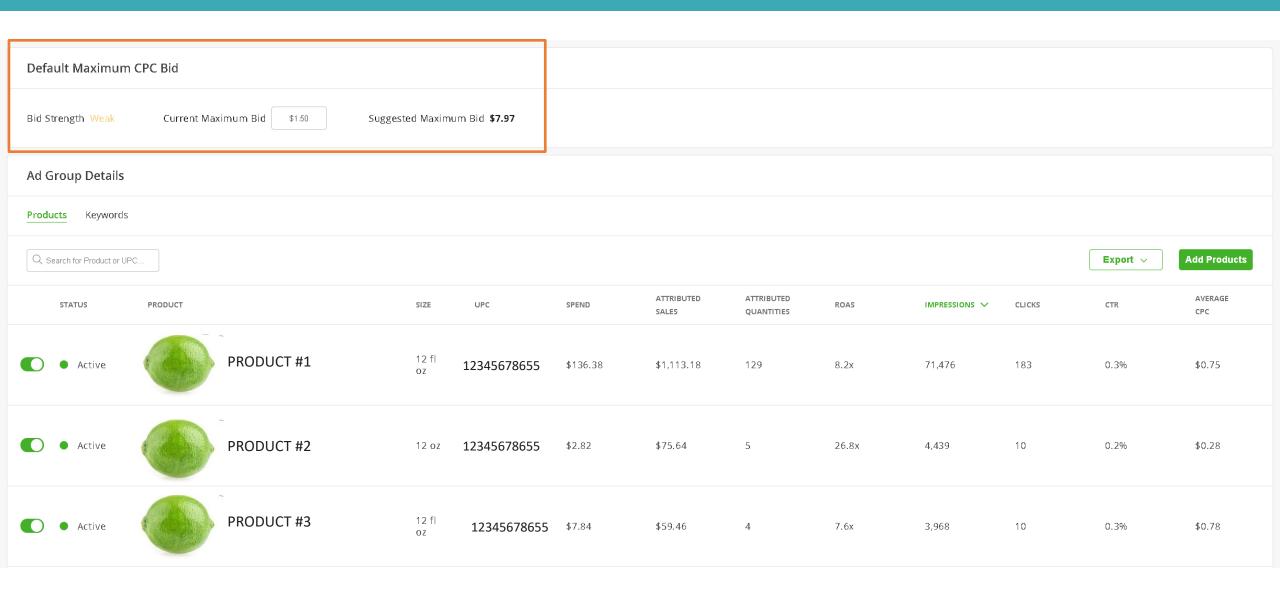
## **Creating an Ad Group**



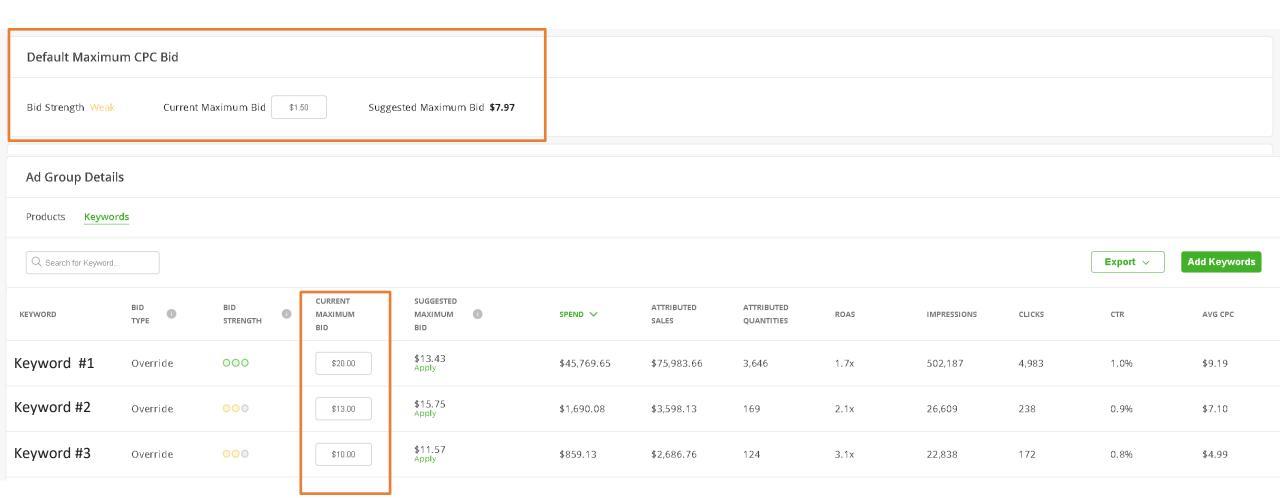
## **Creating an Ad Group**

New Ad Group					
Ad Group Name					
UPCs	0 Products				
Enter UPCs separated by a new line	PRODUCT	SIZE	UPC		ACTION
Add UPCs					
Default Maximum CPC Bid					
Enter Bid Amount					
Keywords					
Enter keywords separated by a new line					
You can add up to 1000 keywords					
του can add up to 1000 keywords					Add Keywords

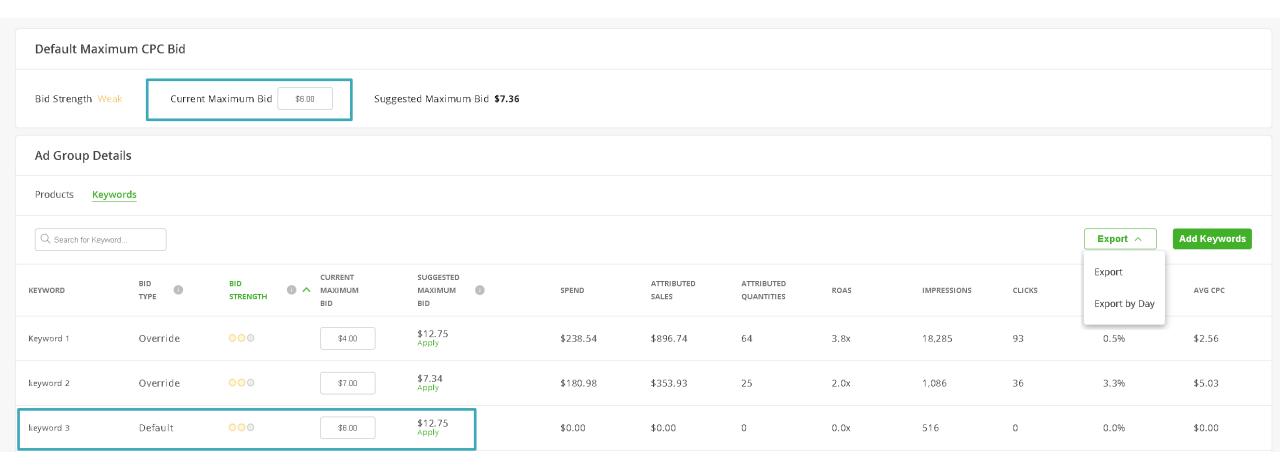
#### **Default "Product" Bids**



#### **Keyword-Specific Bids**



## **Default vs Override Keywords**



Instacart automatically add keywords, so be ready and adjust bids

# How to Review Performance by Campaign & Ad Group



## **Key Stats to Review**



	Daily	Spend		Dail	y Sales	Daily Units	ROAS	Clicks/Day	C	TR	CPC	% Search Spend
April - June 13	\$	3,431		\$	23,891	1,294	6	5.96	1891	0.70%	\$ 1.81	42%
June 14 - July 8	\$	7,209		\$	26,532	1,509	3	3.68	1935	0.87%	\$ 3.72	42%
July 9 - July 31	\$	6,145		\$	30,817	1,714	5	5.01	2166	1.05%	\$ 2.84	51%
			-15%		16%	14%	3	36%	12%	20%	-24%	21%



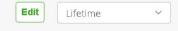


## **PERFORMANCE: By Campaign**

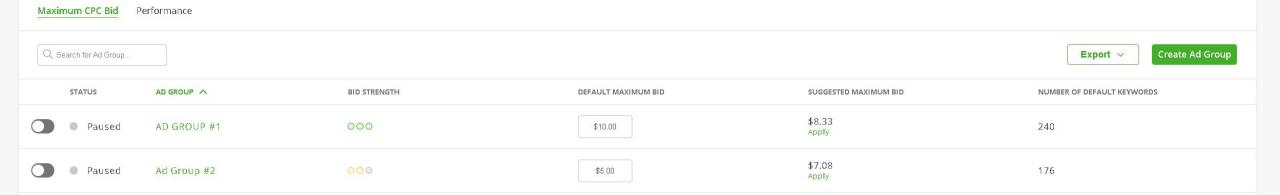
Test Company / CAMPAIGN #1

**CAMPAIGN #1** 

Active









## **PERFORMANCE:** By Campaign

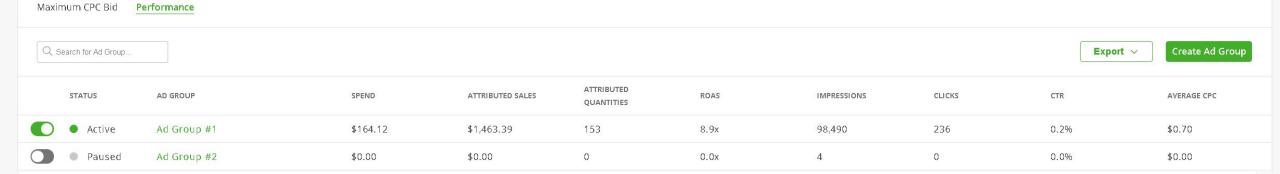
Test Company / CAMPAIGN #1

**CAMPAIGN #1** 

STATUS Active







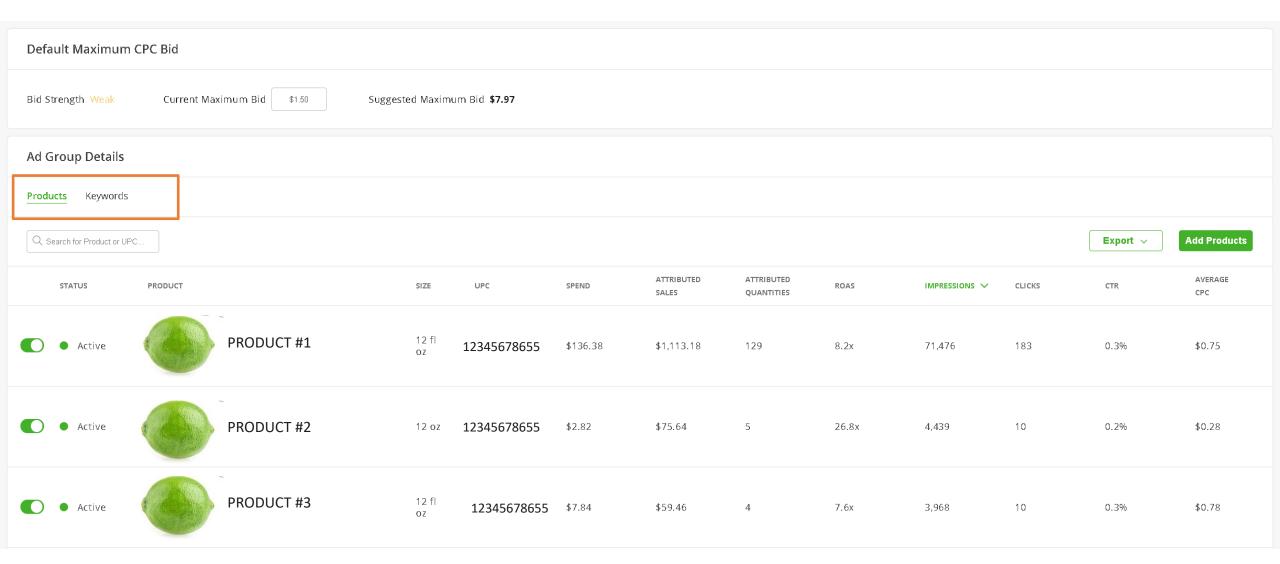


## **PERFORMANCE: By Ad Group**

Test Company / Campaign #1 / Ad Group #1 Ad Group #1 Edit Lifetime S CAMPAIGN BUDGET \$590,000.00 S DEFAULT MAXIMUM BID \$3.00 SPEND **IMPRESSIONS CLICKS** AVERAGE CTR ROAS Overview \$1,641.21 181,332 1,266 0.7% 6.6x 12,000 9,000 6,000 07/36/20 07/31/20 08/03/20 08/03/20 08/03/20 08/03/20 08/03/20 08/05/20 08/0 Default Maximum CPC Bid Current Maximum Bid \$3.00 Bid Strength Weak Suggested Maximum Bid \$5.40 Ad Group Details

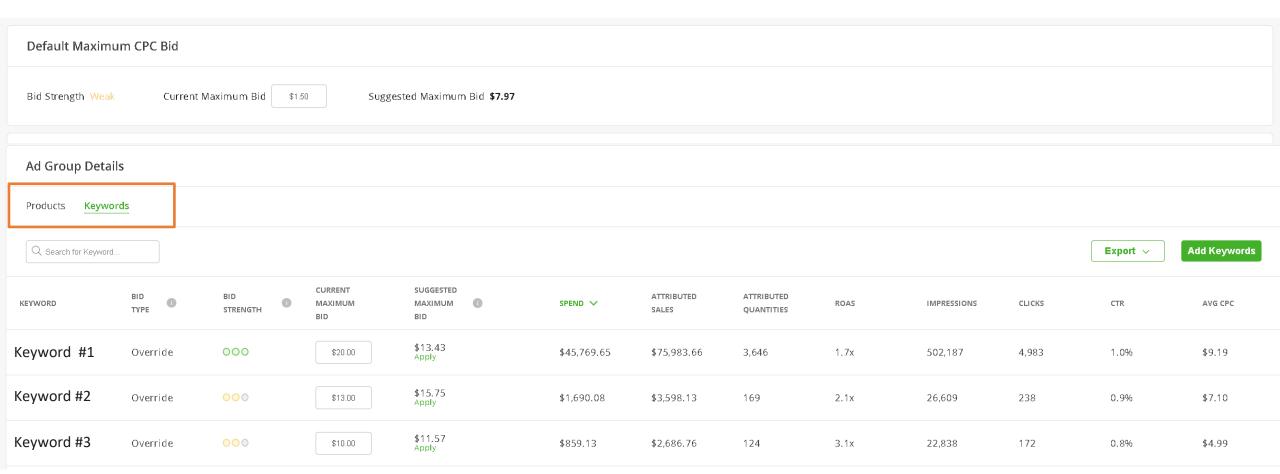


## **PERFORMANCE: By Product**





## **PERFORMANCE: By Keyword**



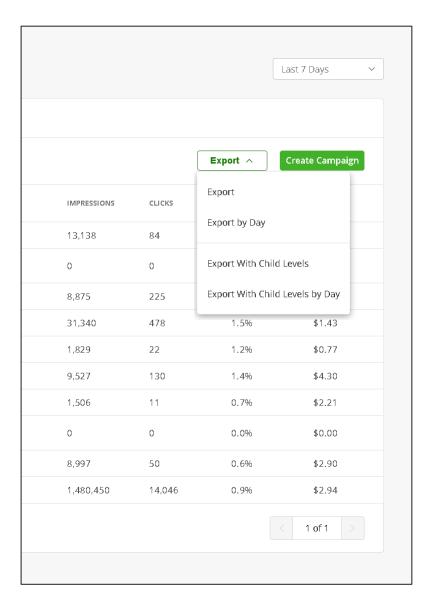
# How to Review Performance by Advanced Groupings

Search vs Impressions, by Keyword Type, by Propensity to Switch





#### **SEARCH vs IMPRESSIONS**



## Step 1:

Export your Campaign Level Reports with Child Levels

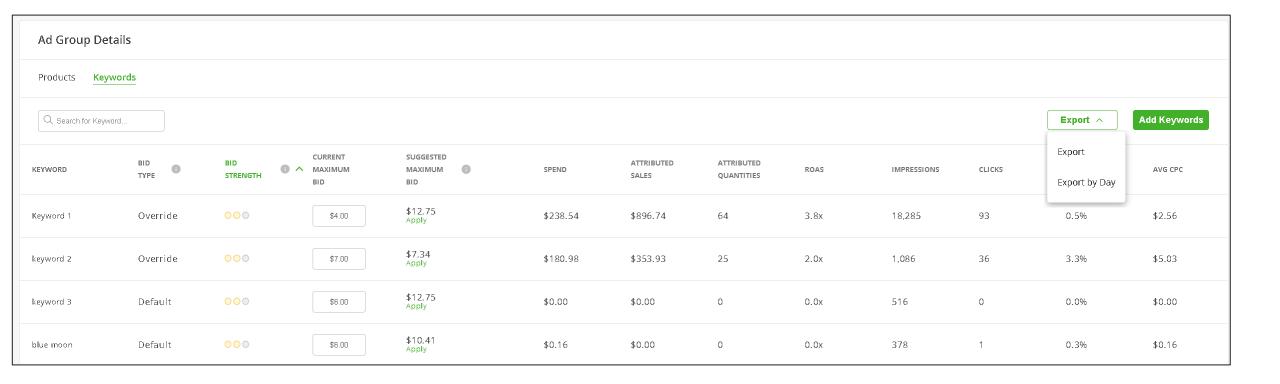
This will give you your stats for campaigns, ad groups and products.



#### **SEARCH vs IMPRESSIONS**

## Step 2:

Export your Keyword Level Reports (To do this you must navigate to each ad group ©)



#### **SEARCH vs IMPRESSIONS**



Step 3:

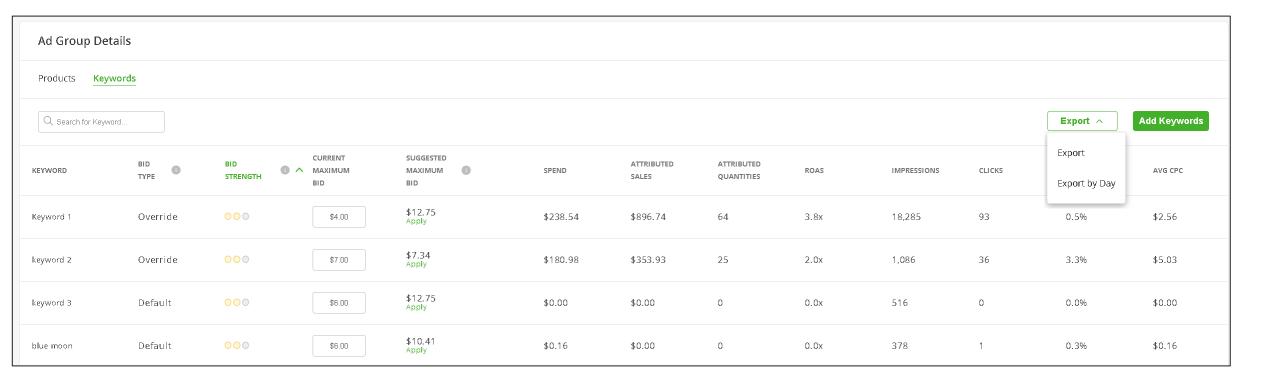
Aggregate your keyword data and subtract it from your product/ad group reports. This gives you your search data.

	Impressions	Clicks	Spend	Sales	ROAS
Search	54,767	1,140	\$ 3,123.97	\$ 16,727.51	5.35X
Display	131,904	825	\$ 2,465.45	\$ 9,574.81	3.88X
% Search	29%	58%	56%	64%	



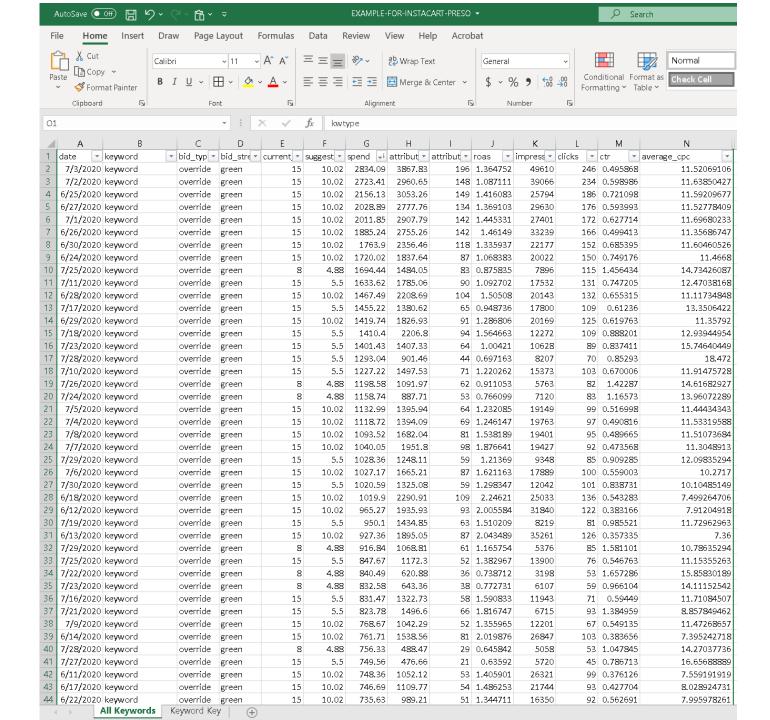
Step 1:

Export your keyword level reports (To do this you must navigate to each ad group ©)



## Step 2:

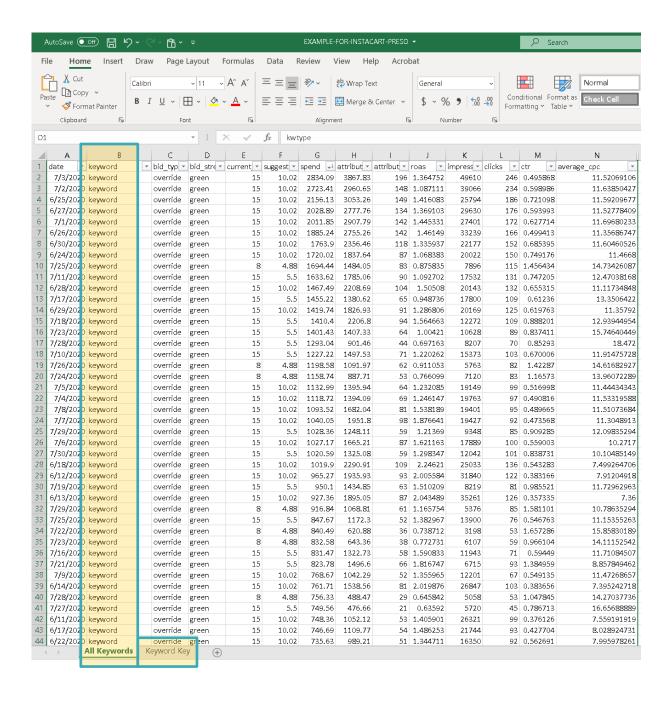
Paste all your reports into a single worksheet



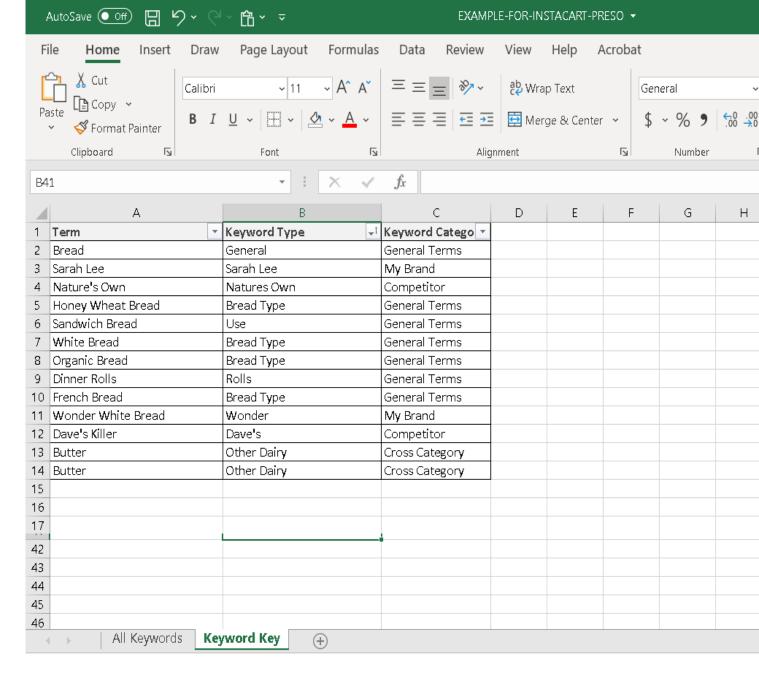


Step 3:

Copy the entire keywords column and paste it into a second worksheet

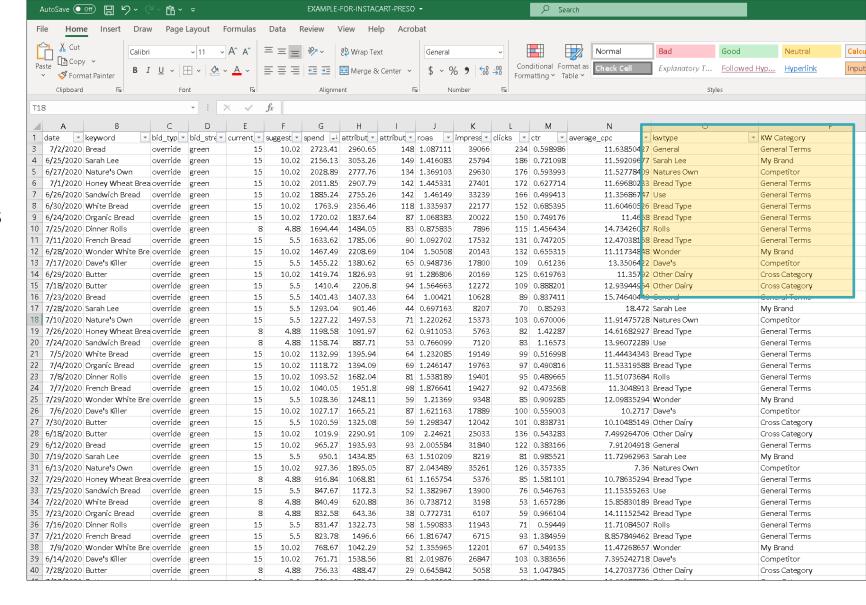


**Step 4:** Classify your keywords into groups



## Step 5:

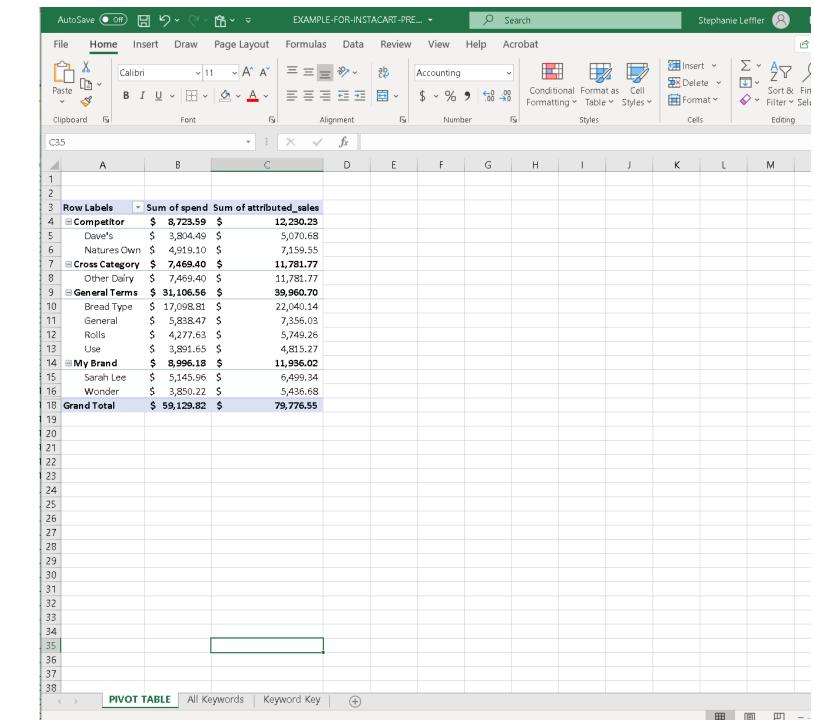
Use a Vlookup to add your classifications to your All Keywords tab





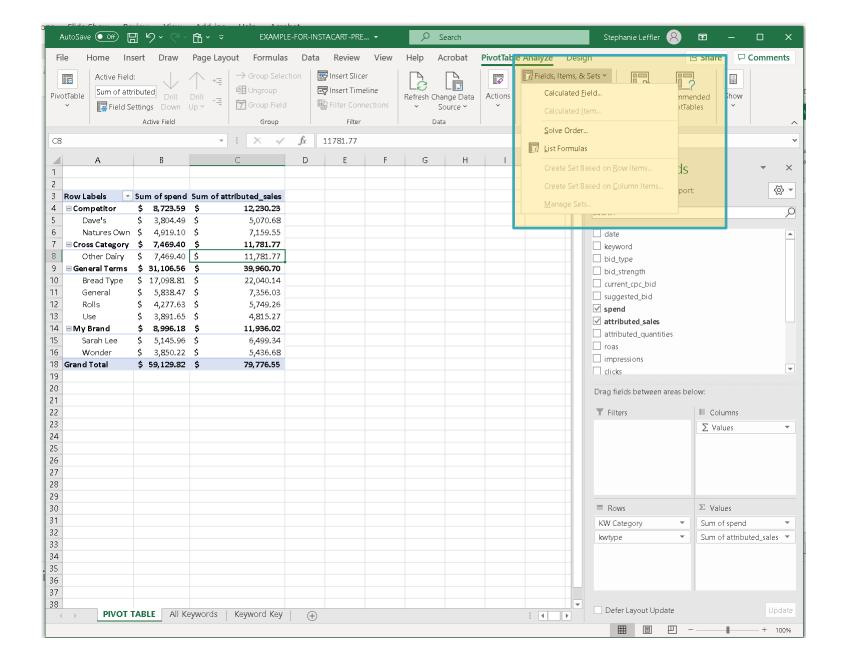
## Step 6:

Use a Pivot Table to roll up your data and analyze at the keyword type and keyword category level





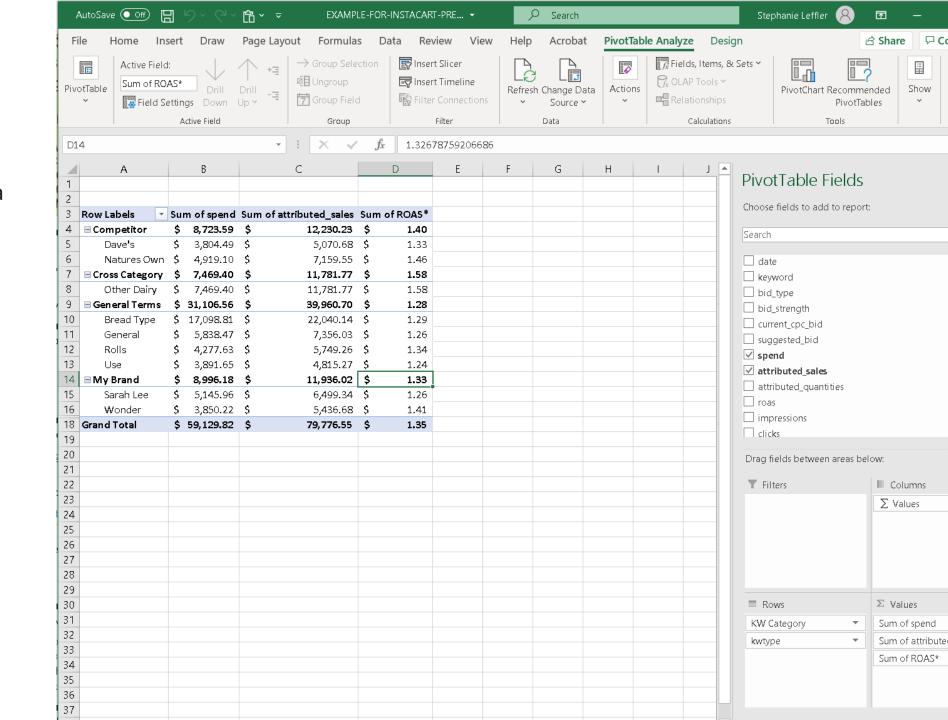
**Step 7:**Calculate your ROAS using a calculated field





## **Step 7:**

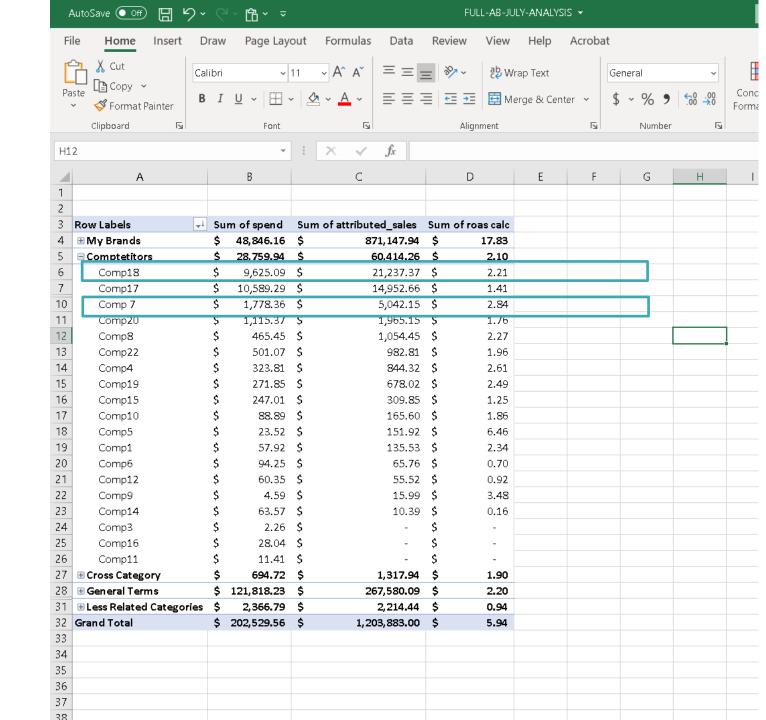
Calculate your ROAS using a calculated field





## Step 8:

Look for places to expand or reduce spend based on aggregate performance





## **Propensity to Switch**

ROAS within your competitive keyword set can help you understand switching likelihood.

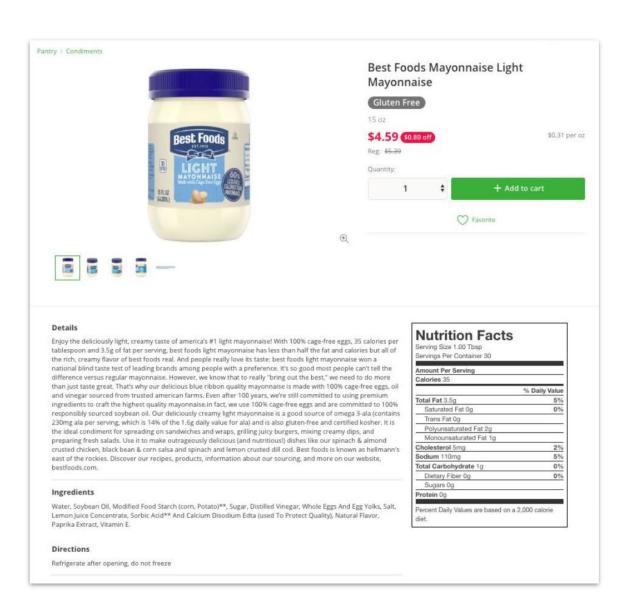
	<b>8</b>	<b>8</b>	<b>8</b>		<b>8</b>	
	Competitor 1	Competitor 2	Competitor 3	Competitor 4	Competitor 5	Competitor 6
My Brand Ad Group 1	3.0x	2.4x	2.2x	3.8x	1.7	n/a
My Brand Ad Group 2	1.1x	0.4x	1.0x	0.5x	2.9x	2.4x
My Brand Ad Group 3	n/a	n/a	0.9x	0.0x	n/a	n/a



## **Optimizing with Content**



## **Content is Critical: Optimize for Search & Consumers**



Great content drives higher consumer engagement & conversion.

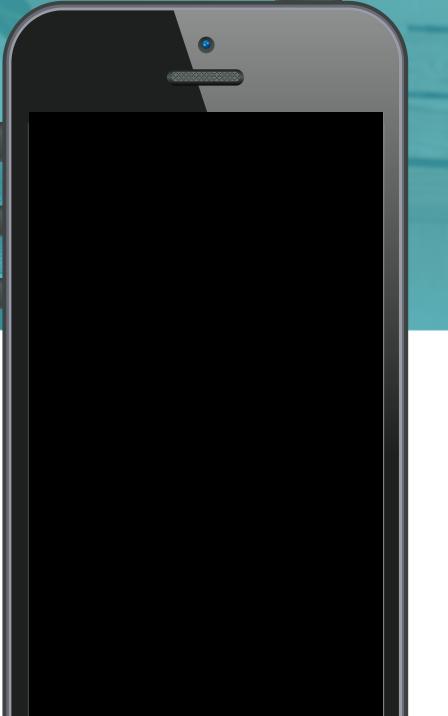
## Recommendation:

Invest in high quality images, partner with an established Content Service Provider (CSP) to host images, & ensure images are always up to date

# **Mobile Heroes Win the Click** Instacart discourages heroes, but some types are still currently being accepted.

Test and learn with the self-service ad platform.

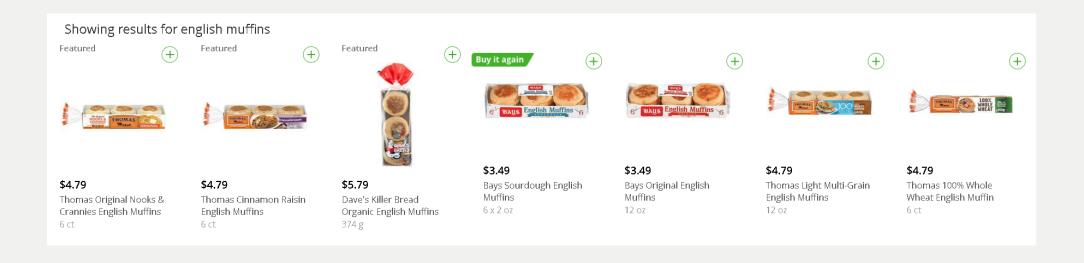






## **Hero Image Impact**

Items can be hard to distinguish in a sea of search results. For all sponsored items, ensure your hero image, content and carousel are working for you.







## **Hero Image Test**

- In our testing, average CTR increase of 44%
- For just one product, this resulted in \$800 of incremental revenue per day
- Revenue for that one SKU is forecasted to increase by ~\$283,000 per year with the addition of the hero image

















## Pilot Highlights

A summary of 4 successful tactics we put in place during this test.



#### **IMAGES & CONTENT OPTIMIZATION**

The addition of optimized hero images increased CTRs of 3 key SKUs by an average of 44%.



#### **AD GROUP REFINEMENT**

Segmenting your portfolio into more specific groups allowed us to win the right keywords for the right products.



#### **KEYWORD REFINEMENT**

We removed all keywords with a negative ROAS and focused on only the most relevant terms.



## **COMPETITOR CONQUEST**

We tested many brands against competitors and discovered the biggest opportunity for consumer cross-over.



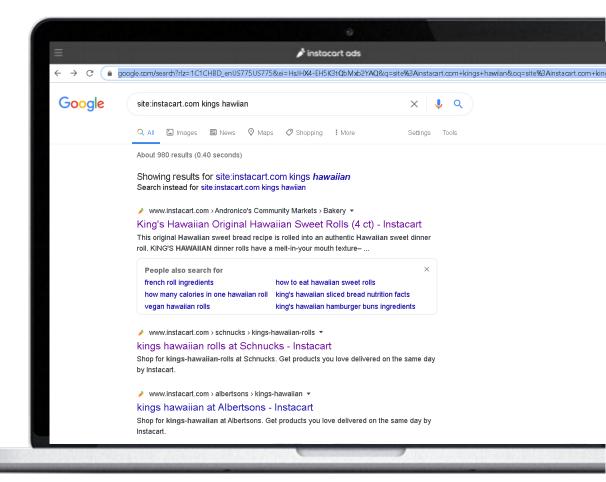
## **Monitoring Content**





# Find Your Master Product URLS

Site:Instacart.com YOUR BRAND NAME

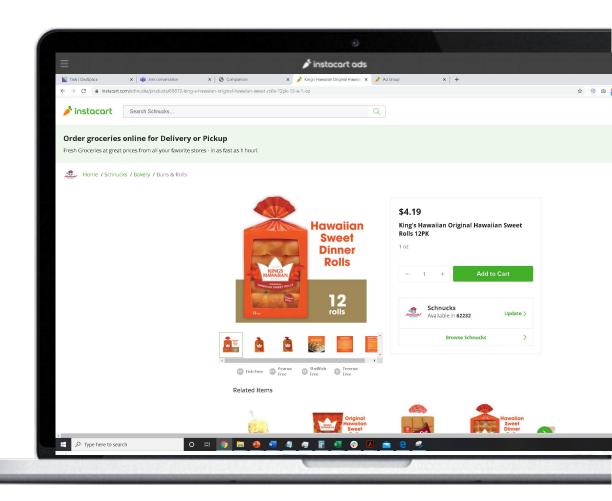






## Find Your Master Product URLS

This page lists all the local stores where this product is available if you are logged in. This will also show you Instacart's "official" version of your content.







## **Monitoring Your Content is Critical**

OneSpace Digital Shelf Auditor ensures your content is complete and correct across Instacart.

