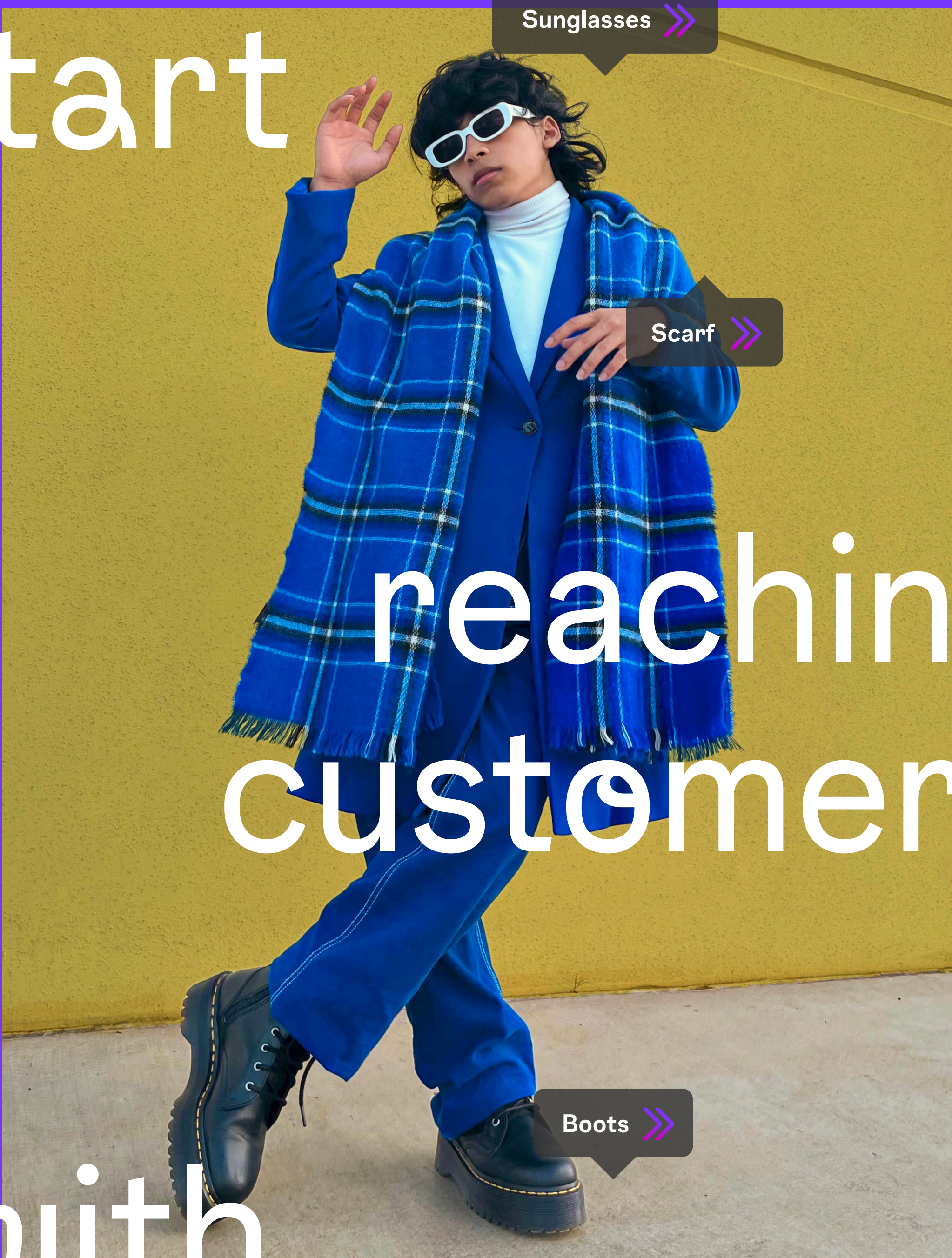




How to  
start

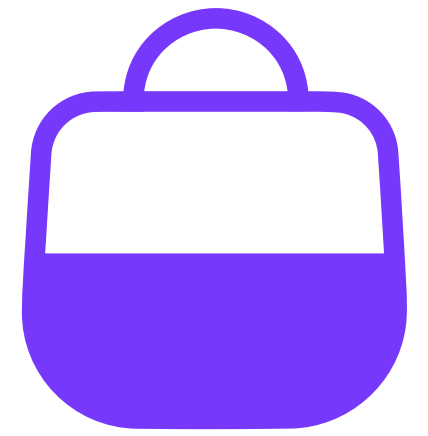


reaching  
customers

with  
your shop



# Instagram Shopping helps you **reach** the **customers** you want



**Nearly half** of people surveyed use Instagram to shop weekly.<sup>1</sup>

There are foundational steps that you can take to set up your shop for success and meet customers where they are — on Instagram. Ready to #GetYourShopOn?

This guide will help you take action today: optimise your catalogue and use product tags.

## **Why does your catalogue matter?**

Your product catalogue holds all of the information about the products you wish to sell on Instagram. It powers your shop and product detail pages. The more detail in your catalogue, the more delightful the shopping experience will be for customers.

## **What's the deal with product tags?**

Product tags allow businesses to make photos and videos shoppable, so people can easily tap to learn more about your items in the moment of discovery.

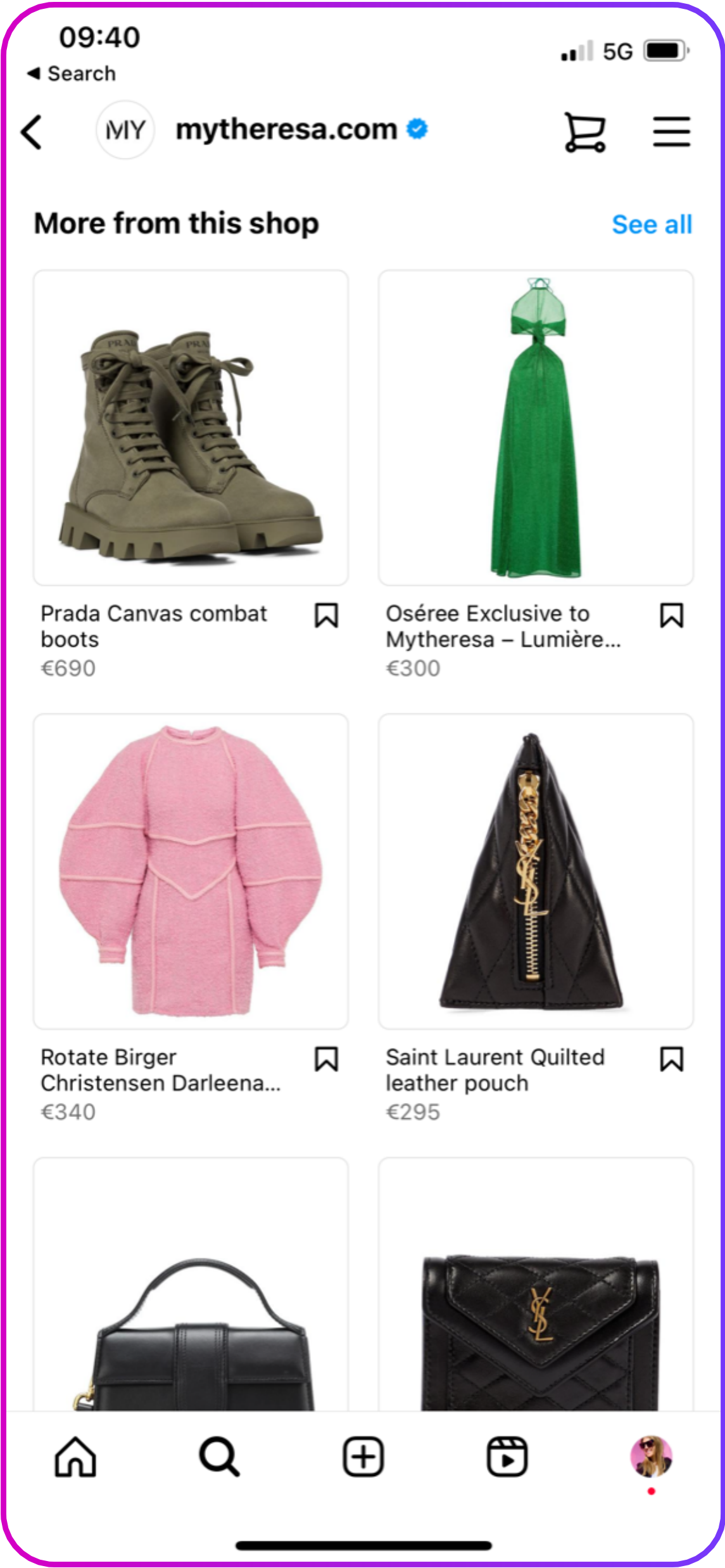
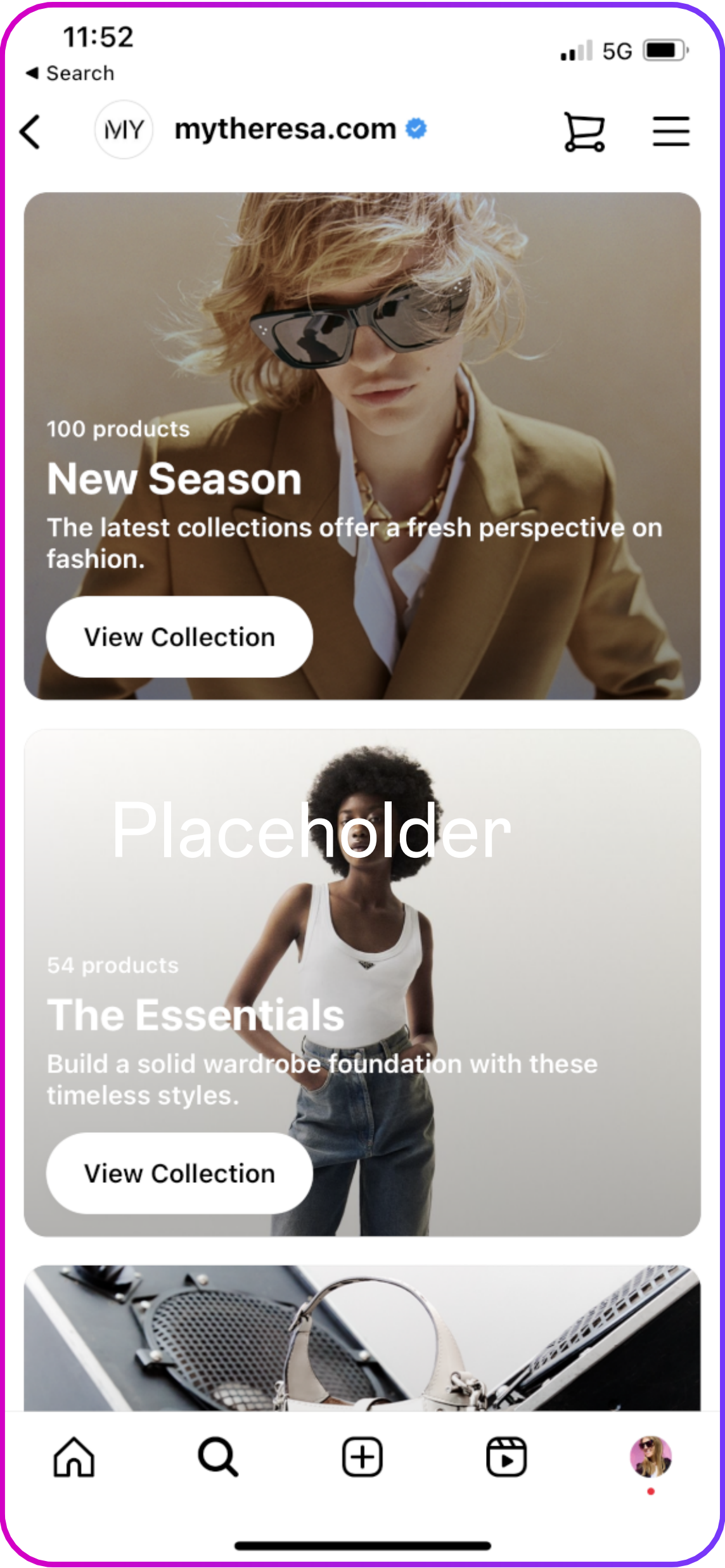
Source:

1) Instagram Trends Research Study, Facebook-commissioned survey of 4,500 Instagram active users (ages 18–50 in AU, BR, DE, FR, IN, JP, KR, UK, US) by Ipsos, Nov 2021. N=500 for each market. Instagram active users are weekly Instagram users who create content on the platform based on stated survey data.

# Your catalogue: prepare your shop for sales



When your catalogue is [set up](#), it's important to maintain it. Providing a full product selection and complete item information in your catalogue helps shoppers find your products when they're searching, filtering and looking to discover new things.





# Tips for your catalogue:



## 1. Assign permissions

Make your business the owner of your catalogue in Business Manager and assign permissions to others (e.g. your agency) that need to perform catalogue actions, like adding items.

## 2. Use one catalogue

Use a single catalogue for both ads and shops to efficiently manage Meta Pixel event data, and ensure all products you want to sell from your website are in it (since you can connect only one catalogue to your shop).

## 3. Complete all product fields

Increase the likelihood of showing up in search by including all relevant fields: product ID, title, description, availability, condition, price, link, images, brand and product category. Make product titles and descriptions rich and accurate for a great first impression!

## 4. Set up variants

Set up variants of the same item, like different sizes or colours, in your catalog so they display correctly.

## 5. Keep product information up to date

Keep prices, availability and product links to the correct pages on your website up to date.

## 6. Upload high resolution images and video

Upload at least four high resolution images that are at least 500 x 500 pixels and show your product accurately, so people can really see how an item looks.

## 7. Check and fix item issues

Check for policy violations and other issues in Commerce Manager, so you can edit or request a review of those items.

## 8. Curate your shop

Control which products appear in your shop by hiding or unhiding them in Commerce Manager. Create collections of products to editorialise your shop, like a collection of a type of products (e.g. lipsticks) or for a certain seasonal moment (e.g. holiday).



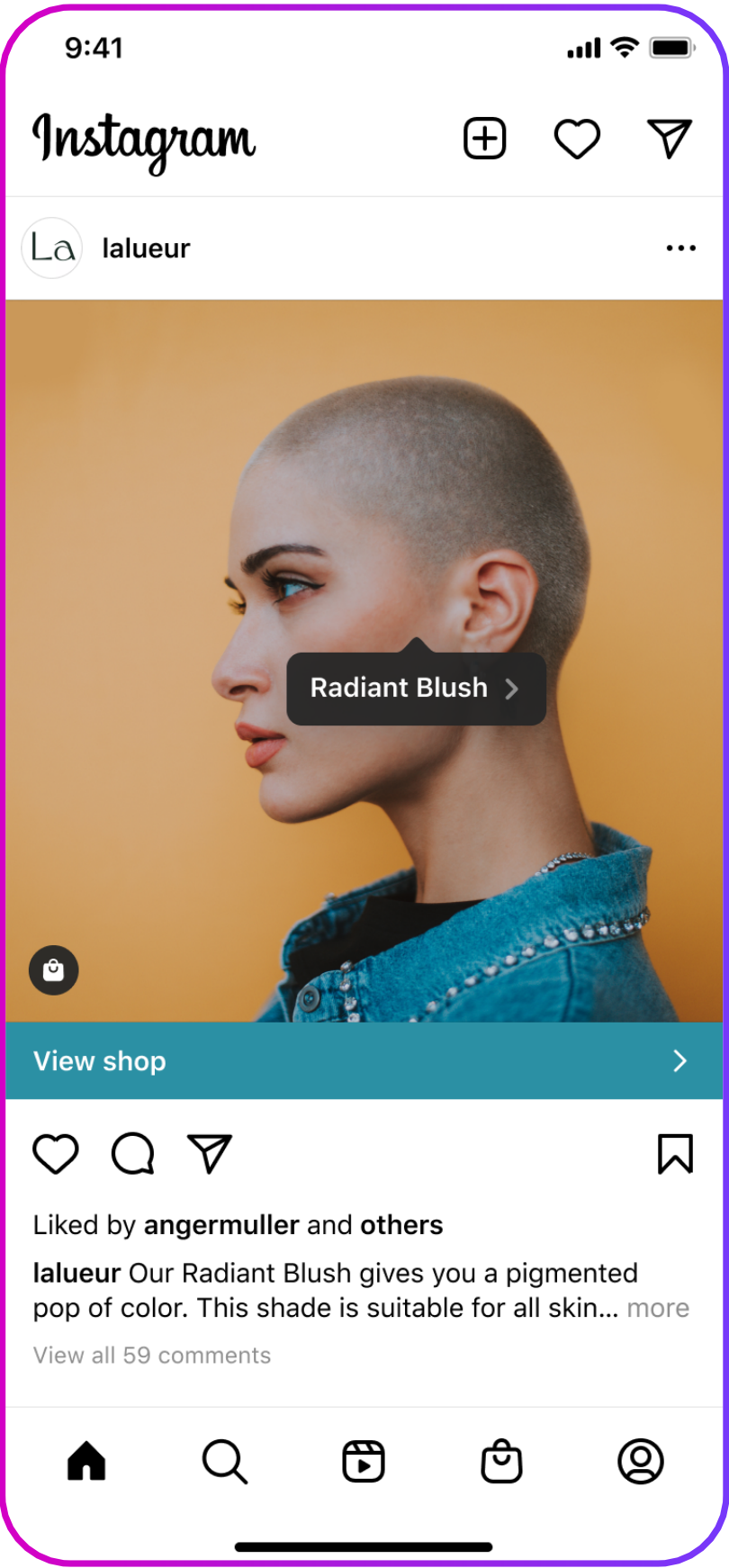
# Product tags: drive product discovery

First, understand how product tags work to move people from a tag to a transaction.

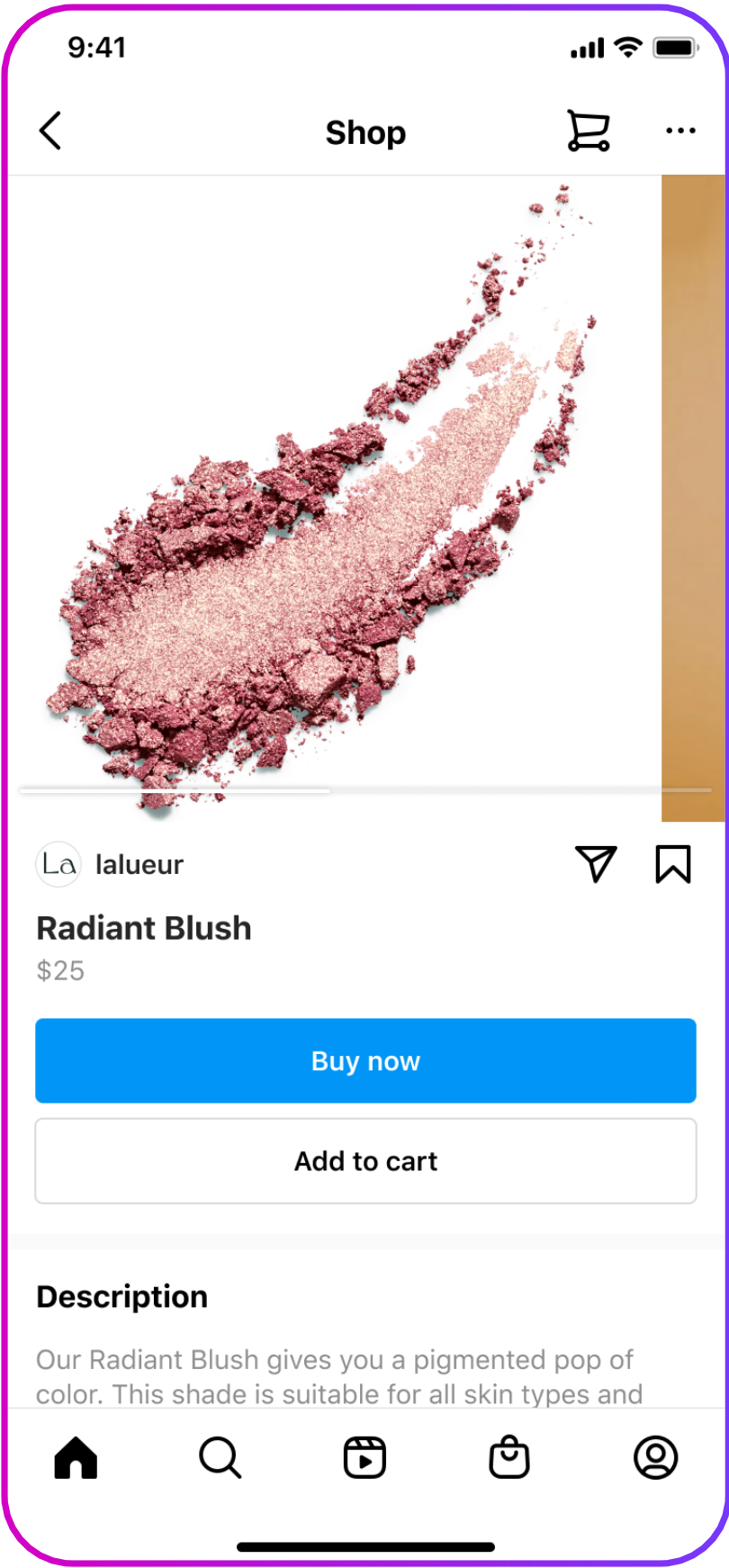
From tag



To transaction



People **discover** product tags through photos and videos, wherever they are spending time on Instagram.



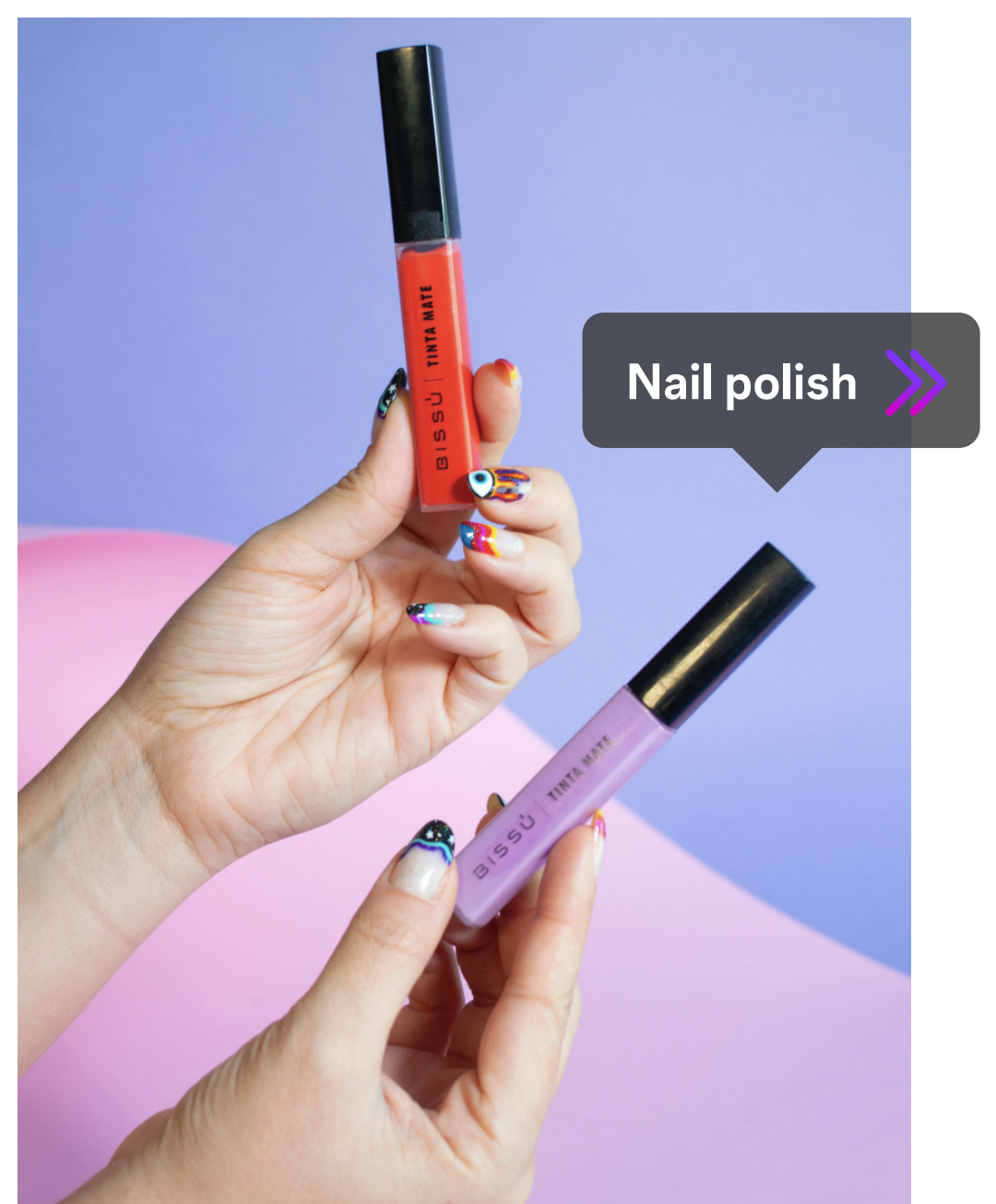
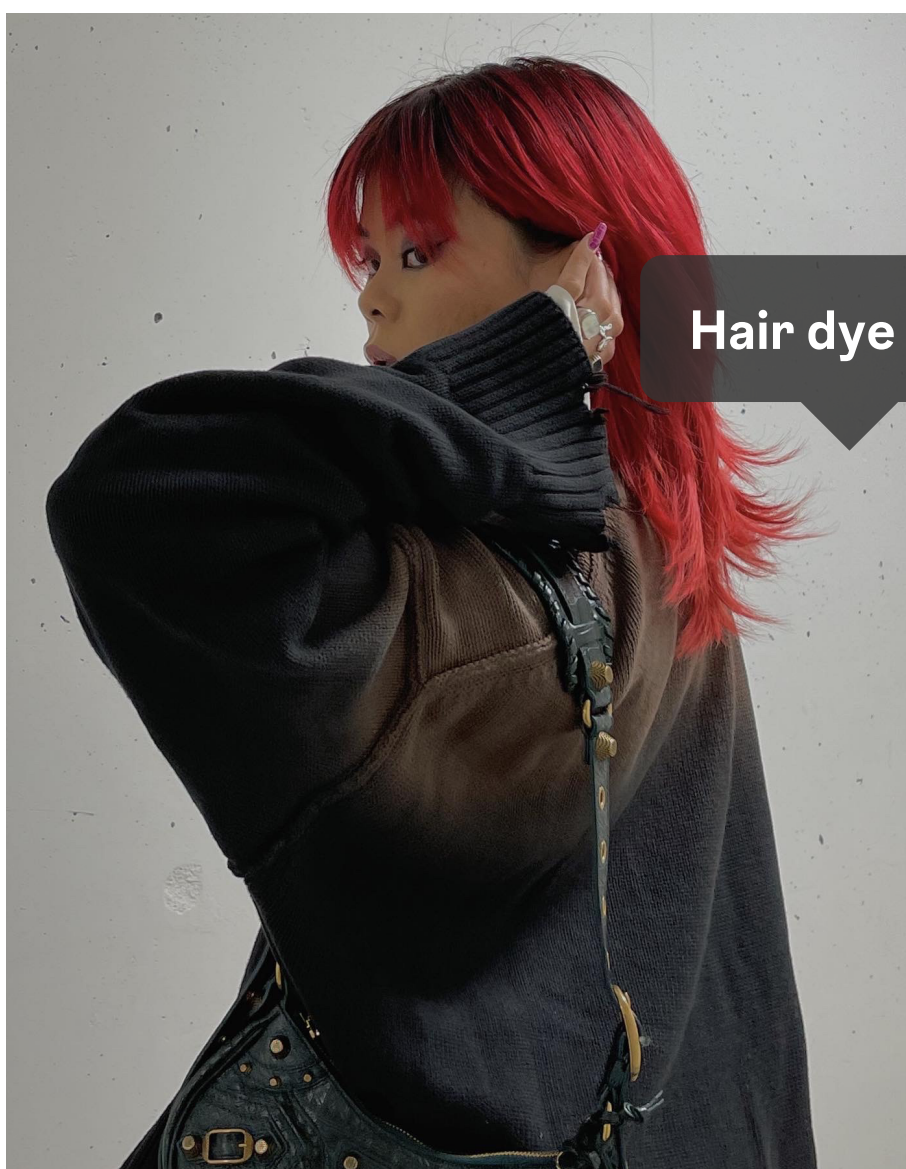
After tapping on a tag, people land on a product detail page (PDP) to consider the item. From here, people are taken to your website to complete their purchase or to checkout on Instagram depending on how your shop is set up.



# Put a tag on it

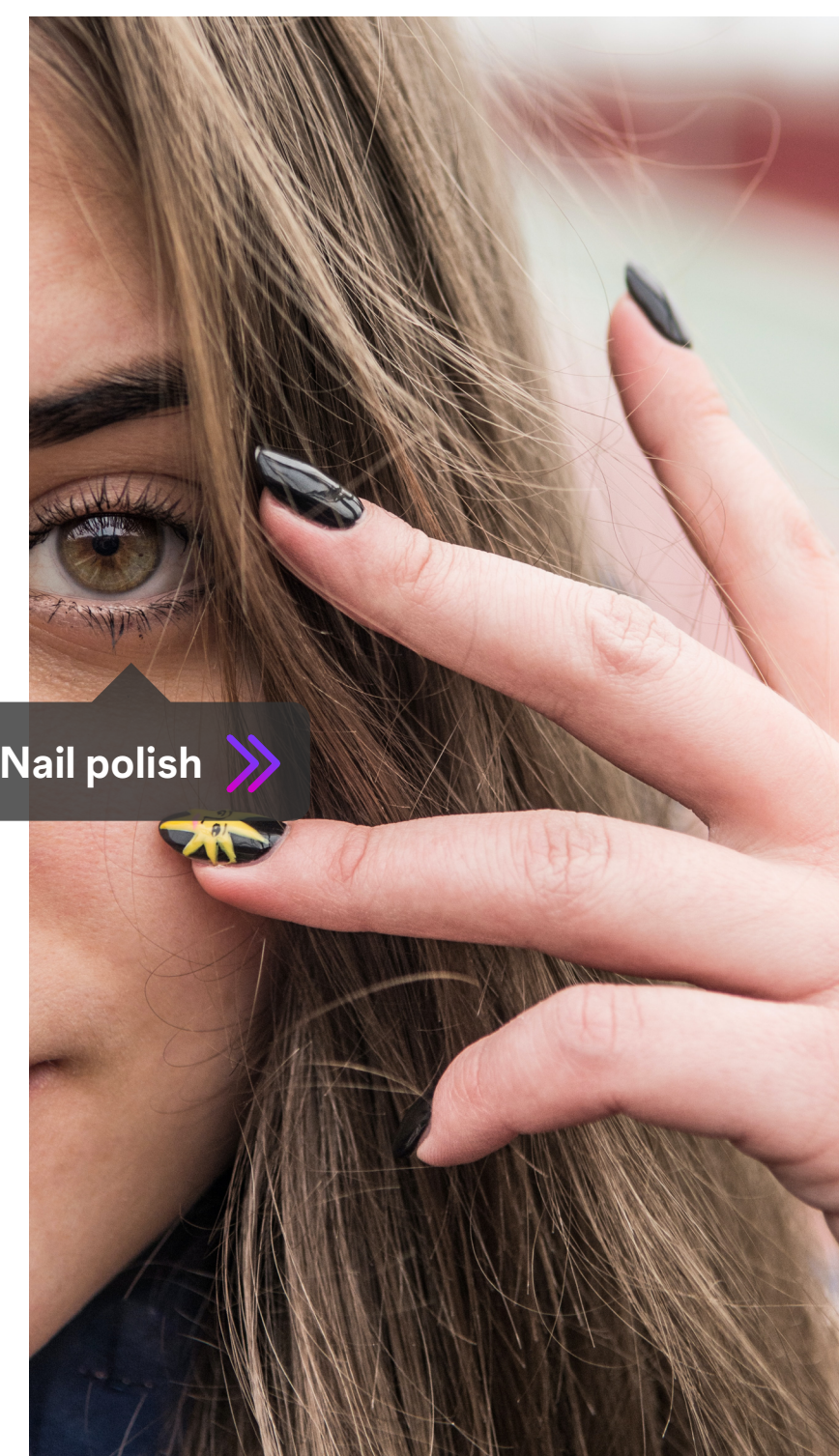


By tagging products in a variety of formats, businesses can reach users with shoppable content in different places on Instagram.



Businesses who publish content via [third-party platform partners](#) can add product tags to their scheduled content on the respective platform.

No. of product tags supported: five product tags per post.







## Reels

Drive product discovery with engaging short-form video content, while responding to product trends and embedding your brand in culture.

Specifications:

15, 30, 60 or 90 second short-form videos.

No. of product tags supported: max. 30 individual products from a single catalogue OR a collection.



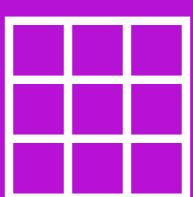
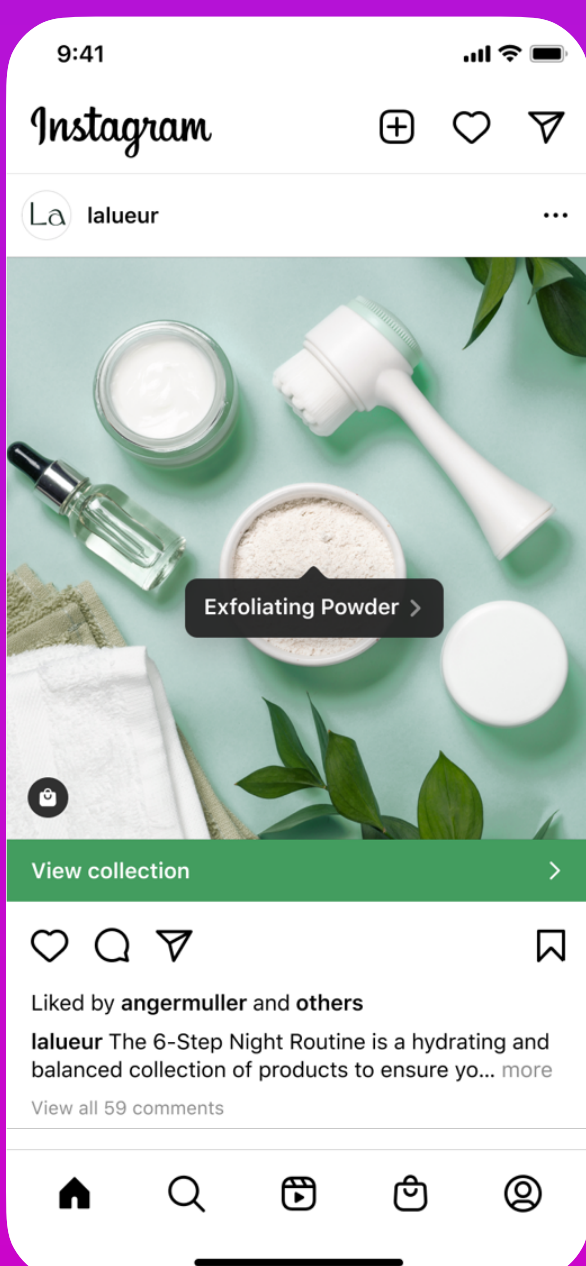
## Stories

Share in-the-moment updates (e.g. 'Item Back in Stock – Shop Now') and behind the scenes looks (e.g. 'Product Coming Soon') to inspire connection with your products.

Specifications:

Photos or videos in Stories.

No. of product tags supported: max. one product sticker per story; customisation available for text and colour of text in product sticker.



## Feed

Put the spotlight on new and relevant products. Tag products in feed or hero them in your profile bio and in feed post captions with product mentions.

Specifications:

Photos or videos less than one minute in length. Product tags and product mentions can be used together or separately.

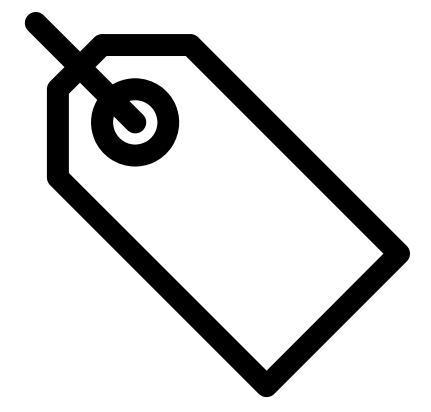
No. of product tags supported: max. five products from a single catalogue.

37%

More sales on average for US businesses who tag products in their feed posts.<sup>1</sup>



# Tips for tagging



## 1. Tag frequently across all available formats to make any moment shoppable!

Experiment with the number of tagged products in every post and make sure that your shoppable items are clearly visible. Plus, it's important to reach people where they are spending time by using different formats like shoppable Reels, Stories and more. All tagged content appears in the top carousel of your product detail pages, so the more images and videos that you tag, the richer the shopping experience!

## 2. Save shoppable content

Turn your tagged Stories into a highlight so users can shop products after your story expires. Alternatively, turn on auto-highlight in Stories so your tagged content lives on in product detail pages after the story expires.

## 3. Engage your community to drive product discovery on behalf of your shop!

Empower your community to tag your products in their feed and Stories content via product tagging, available to users in the US.

## 4. Use insights to understand what's working

Dig into your shoppable post insights in Commerce Manager to see what content is driving engagement with your audiences and in which formats. Do more of what is working for your business and your followers!

## 5. Reach even more shoppers with ads with product tags

Add scale by turning your best-performing shoppable posts into ads by boosting them in app or in Ads Manager.



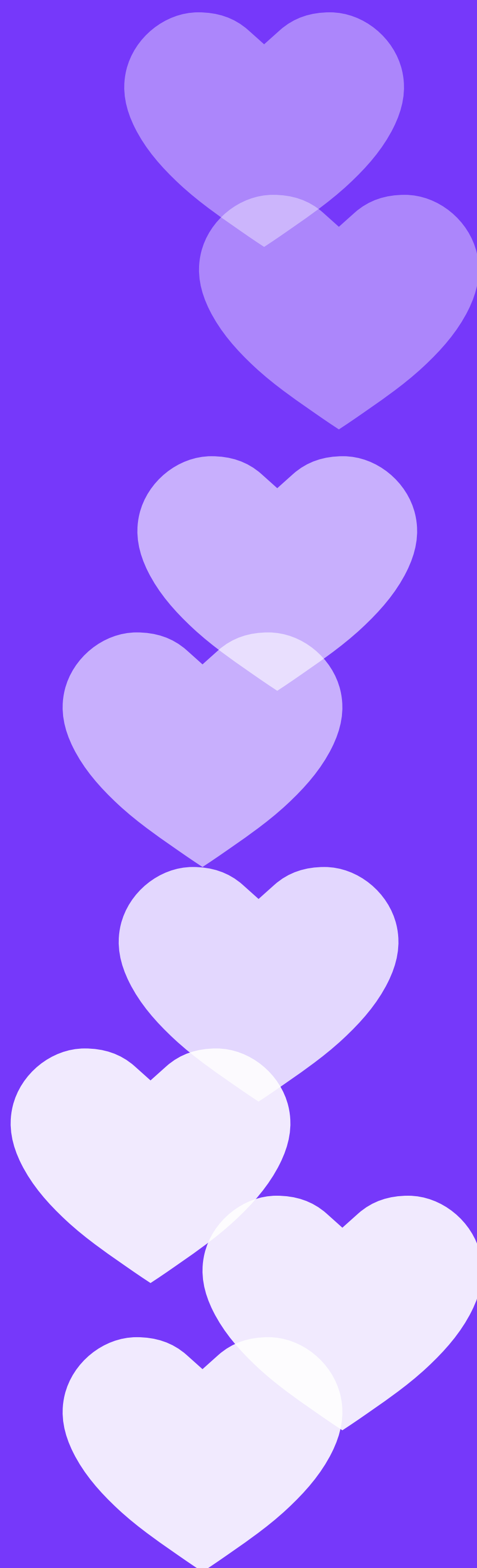
# Additional resources

[Instagram Shopping: Best Practices →](#)

[Troubleshoot Items in Your Shop →](#)

[Tag Products in All Formats →](#)

[Commerce Manager Insights →](#)





Message us @instagramforbusiness and  
use the keyword “shopping” for more help.



from  
 Meta