

# Etsy's Product Development with Continuous Experimentation

November 8th, 2012  
QCon San Francisco

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**Deploy  
Experiment  
Example  
Takeaways**

Etsy



**The world's  
handmade  
and vintage  
marketplace.**



Register

Sign In

Search for items and shops

Search

Cart

Browse

Art

Home & Living

Jewelry

Women

Men

Kids

Weddings

Vintage

Supplies

Accessories for iPhone

Holidays

Daily Finds Email

Get gift ideas, editors' picks & fresh trends in your inbox.

Enter your email

Sign Up

See our other newsletters.

More Ways to Shop

Categories

Gift Cards

Colors

Treasury

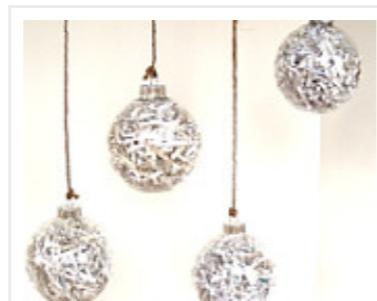
Shop Local

Introducing Etsy Gift Cards, the choose-your-own-adventure gift!

Let the Giving Begin

Handpicked Items [See more](#)

Picked by violasboutique



Set of 4 Damaged Goods Or...  
airyobsessions \$25.00 USD



Embroidered Hoop "Merry Ch...  
merriweathe... \$50.00 USD



Advent calendar zakka style ...  
arch190 \$77.17 USD



Needle Felted Gnome, green...  
feltjar \$15.00 USD



modern ceramic Star bowl ca...  
OneClayBead \$9.00 USD



Mistletoe Art print of original ...  
TheJoyofColor \$21.00 USD



Disturbance - Modern Pillow ...  
ClothandINK \$36.00 USD



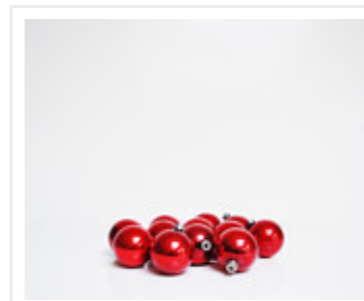
Modern Christmas Tree Lino...  
RetroModer... \$20.00 USD



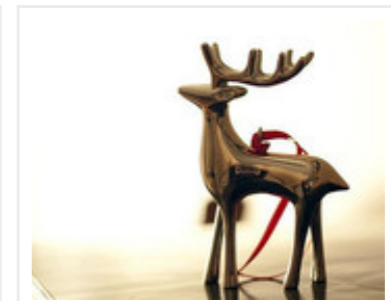
Christmas Stocking. Large St...  
bluestitchha... \$28.00 USD



Joy Holiday Decor, Christma...  
AppleWhite \$42.00 USD



Glass Christmas Tree Ornam...  
thewhitepep... \$13.50 USD



Christmas Ornament Photogr...  
Raceytay \$15.00 USD



Register

Sign In

leather ipad sleeve

Search



- All Items
- Handmade 1,710
- Vintage 3
- Supplies 4

- Handmade
- [Bags and Purses](#) 1,290
  - [Accessories](#) 329
  - [Geekery](#) 86
  - [Needlecraft](#) 1
  - [Everything Else](#) 1

- Vintage
- [Bags and Purses](#) 3

Show Only

- Your Favorites
- Accepts Etsy Gift Cards

Shop Location

- All locations
- Enter location

- Ships to United States [Change](#)

Price

- All prices
- \$  to \$

leather ipad sleeve 1,714 items

Sort by: Relevancy

Ships to United States

Sponsored



Brown Burgundy Stingray Le...  
Yehia \$299.00 USD



New iPad 3 and 4 Full case ...  
PicasoLab \$68.00 USD



HUGE SALE World Traveler ...  
lovetojournal... \$53.55 USD



Leather Canvas 13-inch Lapt...  
xmhazel \$39.00 USD



Leather Ipad Sleeve/ Case/ E...  
BayTowneL... \$74.00 USD



Buckled leather iPad sleeve ...  
LUSCIOUSL... \$99.00 USD



Distressed thick brown leathe...  
sord \$68.00 USD



4mm Thick Tan Leather iPad ...  
FleurdeLeather \$79.00 USD



Leather iPad Sleeve / Case - ...  
LWleatherw... \$84.00 USD



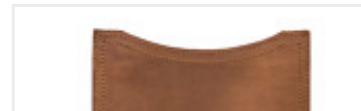
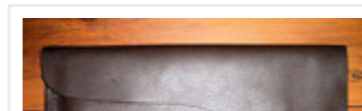
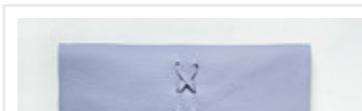
Leather Ipad Sleeve/ Case/ F...  
giordanoart \$75.00 USD



Hand Stitched Tan Leather Ip...  
zassicleather \$100.00 USD



Brown Faux Leather iPad Sle...  
begforabag \$35.00 USD







Register

Sign In

Search for items and shops

Search

Cart

Home > BayTowneLeatherUSA > IPAD Cases

Favorite

Like this item?

Add it to your favorites to revisit it later.

### Leather Ipad Sleeve/ Case/ Envelope/ Folio for IPAD 2 or 3. Full Grain Veg Tan Leather. Handmade by BayTowneLeatherUSA.



zoom

This luxurious/rugged and well built IPAD case will protect your IPAD in style. Or you can use it as a folio to carry your necessities . Luxurious enough for use at the office, and rugged enough for use on the trail.

Made of beautiful - rugged 5/6 oz. Premium veg tan leather (which will break in beautifully) ; it will develop a wonderful natural patina over time as only full grain veg tan leather can do. (Gets better with age)

\*\*\*I make these cases ONE BY ONE as orders are received\*\*\*

\$74.00 USD Only 1 available

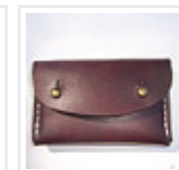
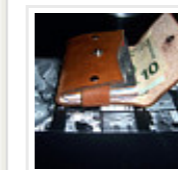
Add to Cart

Favorite

#### Shop

BayTowneLeatherUSA

BayTowneLeatherUSA



38 items

Add shop to favorites

See who favorites this shop

#### Shop owner



Roger

Marion, Illinois, United States

Favorites

Circle

Feedback: 27, 100% pos.

Contact

#### Item

Add item to favorites

See who favorites this item

**Over 15M  
items from  
800k shops in  
150 countries**

**1.4B**

**pageviews  
per month**

**40M unique  
visitors per  
month**

**\$525M**  
**sales in 2011**



**30 deploys per day  
by 200+ people =  
over 10,000  
deploys in 2011.**

**This is continuous  
delivery at Etsy.**

# Deploy Experiment Example Takeaways

## 02. Deploy to Production

85c3a6f → 85c3a6f

**Deploy to Production**

What to watch after a push

Log Watcher (supergrep)

Forums





Thursday, November 8, 12








## Updated about page. Added Ashley, removed T

[Browse code](#)

 **atuccero** authored a month ago

1 parent [7ba588222f](#) commit [3ad94a4ca3f8ea51f9a3a6ff99bb96323b200af7](#)

 Showing 2 changed files with 1 addition and 1 deletion.

[Show Diff Stats](#)

BIN 

[View file @ 3ad94a4](#)

2 

[View file @ 3ad94a4](#)

```
...  ... @@ -342,6 +342,7 @@
342 342     <li><label>Aaron</label></li>
343 343     <li><label>Anda</label></li>
344 344         <li><label>Andrew</label></li>
345 345 +     <li><label>Ashley</label></li>
345 346     <li><label>Brittany</label></li>
346 347     <li><label>Chesley</label></li>
347 348     <li><label>Chris</label></li>
...  ... @@ -373,7 +374,6 @@
373 374     <li><label>Randy</label></li>
374 375     <li><label>Sam</label></li>
375 376     <li><label>Tim</label></li>
376 376 -     <li><label>Truong</label></li>
377 377     <li><label>Vineet</label></li>
378 378     <li><label>Wolasi</label></li>
379 379     </ul>
```

# Continuous Delivery

## Why We Like It

- **Less scary, small and frequent**
- **Move faster**
- **More empowering**
- **Breeds confidence**



244

19



Search for items and shops

Search

1 Cart

### 1 Item in Your Cart

Keep Shopping

Order from [ThisCharmingManCave](#)



Darn. This item can't be purchased right now.



2 Vintage Rubber Stamps - 1960's - Crown Rubber Stamp Co - Justrite Stamp Co - Back to School  
\$18.00 USD

This item is currently unavailable.

[Move to favorites](#) [Contact shop owner](#) [Remove](#)



Buy Sell Registry Community Blogs Mobile Gift Cards Hi, Frank. Your Shop Your Account Help Sign Out

Etsy 244 19 Search for items and shops Search Cart

1 Item in Your Cart Keep Shopping


Order from ThisCharmingManCave

Darn. This item can't be purchased right now.

2 Vintage Rubber Stamps - 1960's - Crown

Order from ThisCharmingManCave

Darn. This item can't be purchased right now.

	<p>2 Vintage Rubber Stamps - 1960's - Crown Rubber Stamp Co - Justrite Stamp Co - Back to School \$18.00 USD</p>	<p>This item is currently unavailable. <a href="#">See similar items</a></p> <p><a href="#">Move to favorites</a> <a href="#">Contact shop owner</a> <a href="#">Remove</a></p>
---	--	---



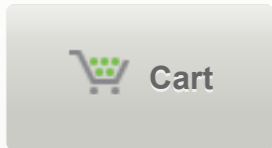
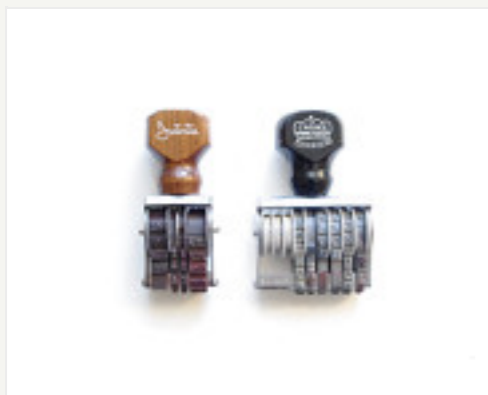


Register

Sign In

Search for items and shops

Search


2 Vintage Rubber Stamps - 1960's - Crown Rubber Stamp Co - Justrite Stamp Co - Back to School  
ThisCharmingManCave

Favorite

Similar items 35

Sort by: Relevancy

vintage x rubber stamp x office x supply x Add




Vintage Price Stamp, Garvey...  
SummerHoli... \$35.00 USD



I can provide samples... Very...  
Mademoisell... \$19.95 USD




Very vintage French desk sta...  
Mademoisell... \$14.95 USD



Vintage Rubber Stamp Symb...  
ArtfulVintage \$13.00 USD




Rubber Stamp Holder  
susantique \$24.00 USD



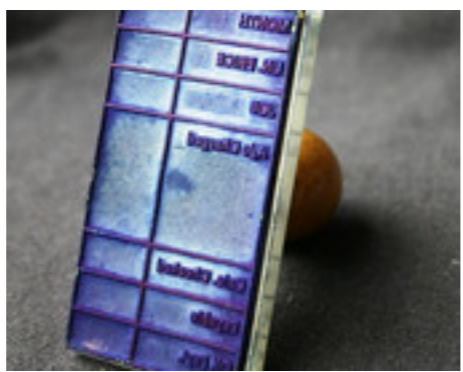
Vintage Wooden and Rubber...  
mrbarnes5 \$9.00 USD



Vintage Crown Bank Teller D...  
SydVintage \$4.99 USD



Vintage Crown Ledger Line D...  
SydVintage \$1.99 USD






- Show Only
- Your Favorites
  - Accepts Etsy Gift Cards

Shop Location

All locations

Enter location

Ships to

United States

Price

All prices

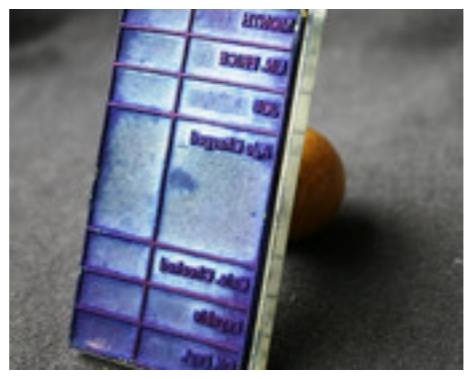
\$ to \$



Enter location

Ships to  
United States

Price  
 All prices  
 \$ to \$



Fab large vintage commercial...  
Mademoisell... \$29.00 USD



Vintage Crown Bank Teller D...  
SydVintage \$5.99 USD



Vintage Crown Ledger Line D...  
SydVintage \$2.99 USD



Vintage Crown Custom Dual ...  
SydVintage \$4.99 USD



Petite Dark Oak Antique Woo...  
TimelessBy... \$12.50 USD



Shaded Metal Fastener Clip ...  
kawaiigoodies \$2.95 USD



Standard Rubber Stamp Hold...  
RosebudsOr... \$24.95 USD



Vintage Crown Club Dater D...  
SydVintage \$6.99 USD



vintage office funk ... WOOD...  
Inktiques \$12.00 USD



VTG rubber stamp Printing Ki...  
dagutzzone \$20.00 USD



Vintage Wooden Rubber Sta...  
oliday \$18.50 USD



Rubber Stamp Bag National ...  
ThreeOldKeys \$11.00 USD



Vintage Crown Club Dater D...



Vintage Crown Club Dater D...



Vintage Crown Club Dater D...



Vintage Crown Club Dater D...





Vintage Crown Club Dater D...  
SydVintage \$5.99 USD



Vintage Crown Club Dater D...  
SydVintage \$3.99 USD



Vintage Crown Club Dater D...  
SydVintage \$6.99 USD



Vintage Crown Club Dater D...  
SydVintage \$5.99 USD



Vintage Crown Club Dater D...  
SydVintage \$5.99 USD



Vintage Crown Club Dater D...  
SydVintage \$5.99 USD



Vintage Carter's Rubber Sta...  
SydVintage \$3.99 USD



Vintage Office Rubber Stamp...  
Vintageworks \$18.00 USD



Vintage Office Stamp with Si...  
alifewellived \$8.00 USD



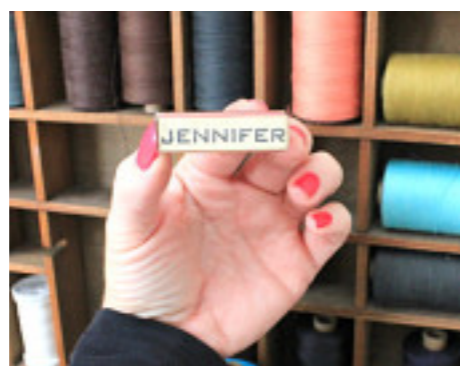
Dial a phrase stamp with 12 ...  
FunsizCrea... \$9.95 USD



Vintage Candy Commission ...  
CaprockVint... \$6.00 USD



Vintage Rubber Stamp Makin...  
heretofore... \$25.00 USD



Vintage Jennifer Rubber Stamp



Vintage Pullman Shipping Di...



Ultra mini French or Europea...



Vintage Crown Club Dater D...  
SydVintage \$5.99 USD



Vintage Crown Club Dater D...  
SydVintage \$5.99 USD



Vintage Carter's Rubber Sta...  
SydVintage \$3.99 USD



Vintage Office Rubber Stamp...  
Vintageworks \$18.00 USD



Vintage Office Stamp with Si...  
alifewellived \$8.00 USD



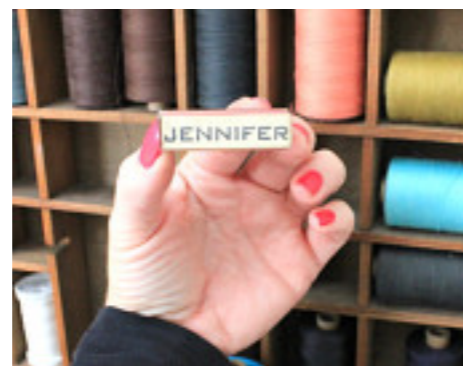
Dial a phrase stamp with 12 ...  
FunsizCrea... \$9.95 USD



Vintage Candy Commission ...  
CaprockVint... \$6.00 USD



Vintage Rubber Stamp Makin...  
heretoforem... \$25.00 USD



Vintage Jennifer Rubber Stamp  
iSpyVintage \$12.00 USD



Vintage Pullman Shipping Di...  
SydVintage \$9.99 USD



Ultra mini French or Europea...  
kawaii goodies \$4.95 USD



# config.php

```
// Owner: frank
$server_config['new_config']['similar_items_when_unavailable'] = array(
    'description' => 'Shows similar items link on unavailable items in the cart.',
    'enabled' => 'off'
);
```

# template.tpl

```
{% if $feature->isEnabled('similar_items_when_unavailable') %}
    <msg desc="See similar items link">
        <a href="/listing/{% $listing->listing_id %}/similar?ref=unavailable_cart">
            See similar items
        </a>
    </msg>
{% /if %}
```

push [REDACTED]

frank | nell

frank: .join 2:49pm

Topic changed to "frank" by pushbot. 2:49pm

pushbot: frank : You're up 2:49pm

nell: .join 2:49pm

Topic changed to "frank | nell" by pushbot. 2:49pm

- etsy
- support
- forums
- product
- searchads
- search\_and\_destroy 3
- search\_infrastructure
- push
- data

⚙️ ❤️ |||

# Welcome to Deployinator

fharris — Switch account

deploy.etsycorp.com is up

Change stack:



Version: Test: 85c3a6f-20121107-011117-UTC Princess: 85c3a6f-20121107-011117-UTC Production: 85c3a6f-20121107-011117-UTC

## 01. Save the Princess with Tests

85c3a6f → 125b38c



Save the Princess with Tests

Princess Log Watcher (supergrep)

## 02. Deploy to Production

85c3a6f → 85c3a6f

Deploy to Production

What to watch after a push  
Log Watcher (supergrep)  
Forums

### Deploy log

Watch  Auto scroll command output?

#Push topic:  
<prod> cdary (c)

See run logs

Write an arbitrary log message

Write

web\_config — 2012-11-07 09:08:36 | **CONFIG** | cdary | CONFIG PRODUCTION Deploy: old 62c689a, new: 125b38c | [RUN LOG](#) [DIFF](#) [DASHBOARD](#)

web\_config — 2012-11-07 09:06:39 | **CONFIG** | cdary | CONFIG Princess Deploy: old 62c689a, new: 125b38c | [RUN LOG](#) [DIFF](#) [DASHBOARD](#)

web\_config — 2012-11-07 08:28:04 | **CONFIG** | cdary | CONFIG PRODUCTION Deploy: old f54857b, new: 62c689a | [RUN LOG](#) [DIFF](#) [DASHBOARD](#)

web\_config — 2012-11-07 08:24:20 | **CONFIG** | cdary | CONFIG Princess Deploy: old f54857b, new: 62c689a | [RUN LOG](#) [DIFF](#) [DASHBOARD](#)

web — 2012-11-07 01:17:11 | **PRODUCTION** | pseibel | Production Deploy: old a94f728, new: 85c3a6f | [RUN LOG](#) [DIFF](#) [DASHBOARD](#)

web — 2012-11-07 01:13:49 | **PRINCESS** | pseibel | Princess Deploy: old: a94f728, new: 85c3a6f | [RUN LOG](#) [DIFF](#) [DASHBOARD](#)



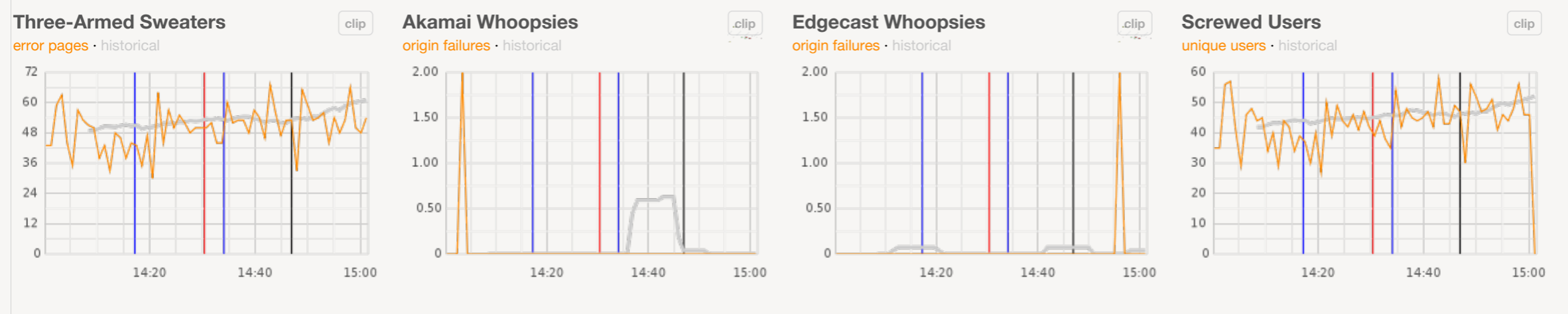
# CI Status (1 hour)

**Push**

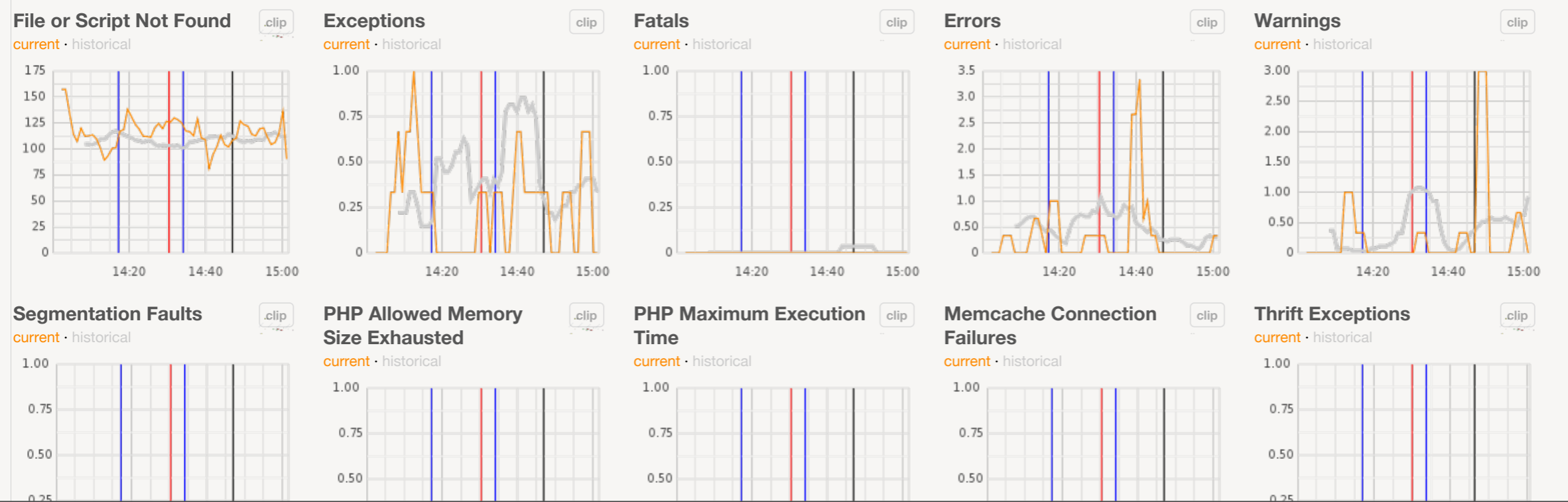
**rbateman**

on qa  
6m since 7, 2012 9:54

# End-User (1 hour)



# Error Logs (All) (1 hour) All



**Deploy**  
**Experiment**  
**Example**  
**Takeaways**

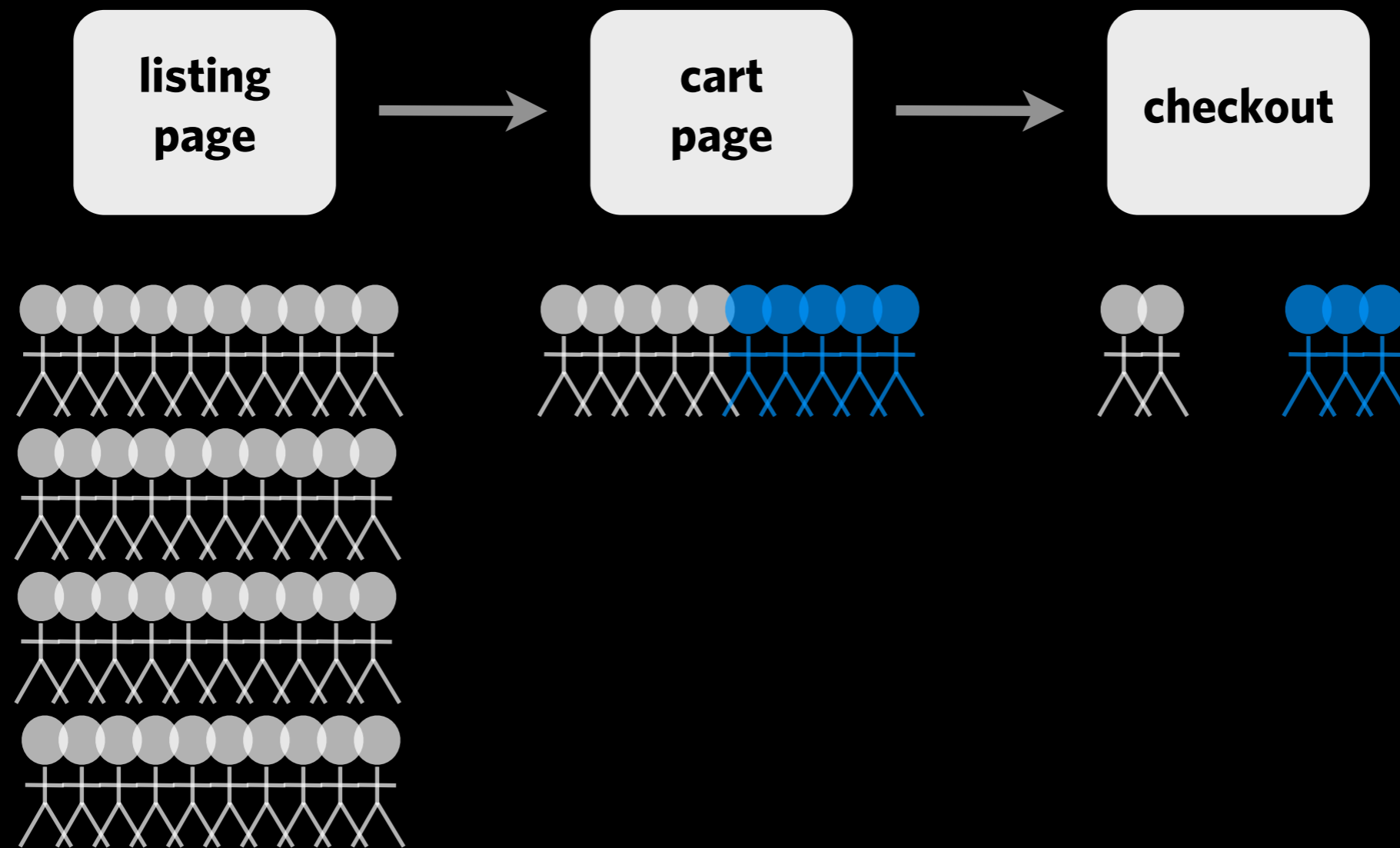
**Easy.  
Exactly the  
same way.**

```
// Owner: frank
$server_config['new_config']['similar_items_when_unavailable'] = array(
    'description' => 'Shows similar items link on unavailable items in the cart.',
    'enabled' => 'off'
);
```

```
// Owner: frank
$server_config['new_config']['similar_items_when_unavailable'] = array(
    'description' => 'Shows similar items link on unavailable items in the cart.',
    'enabled' => '50' // now 50% of all visits will see this experiment.
);
```

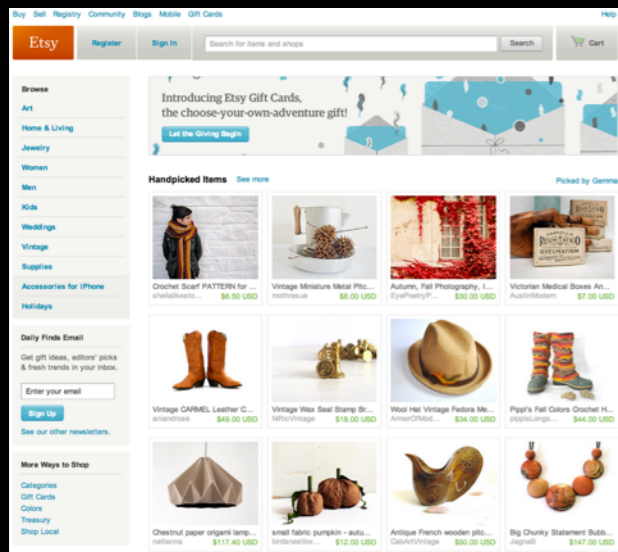
# Experiments

## Requirements: Bucketing



# Experiments

## Requirements: Logging



hadoop cluster



mysql db







Support Tools

- Compass
- Knowledge Base
- Flags
- Shop Name Changes
- Bulk Admin Actions
- Meteor

Members

- Login History
- Name Changes
- Convo Unmute
- Feedback
- Compare

Items

- Cases
- Itemator
- Infringing Sellers
- Currency Rates
- Order Search
- Listing Freeze

Shipping

- Labels
- Providers
- Events
- Scores

Checkout

- Audit Lookup

Billing

- Showcase
- Deadbeats

Forums

- Close/Reopen a Thread
- (Un)Delete a Thread
- (Un)Delete a Post
- (Un)Delete per User

Choose a different test...

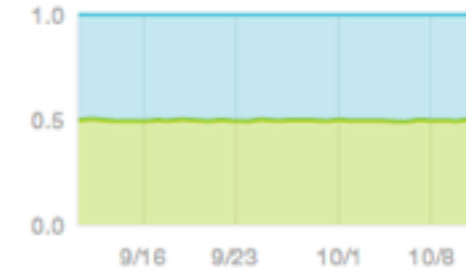
Home →

similar items when unavailable between 09/11/2012 to 10/11/2012 Filter How many days are needed?

Description: No description given

0.50 ● off -  
 0.50 ● on -  
 show filtered

0.15 cart\_payment  
 0.01 cart\_review  
 0.84 cart\_view



Business Metrics Feature Funnel (beta) Listing Funnel (beta)

Show me visits - fraction of visits for adding an item to their cart (add) Add

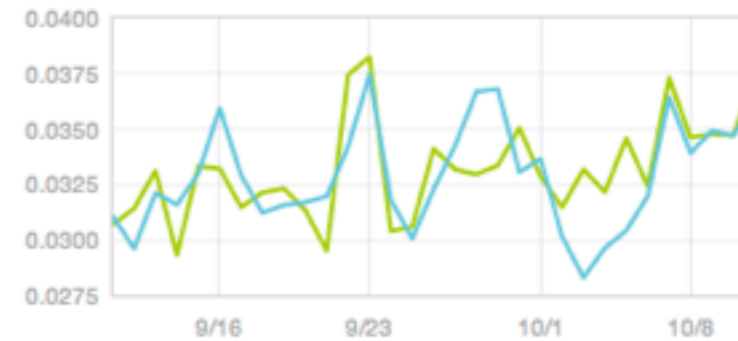
### cart payment - visits ?

CONTROL +0.49%



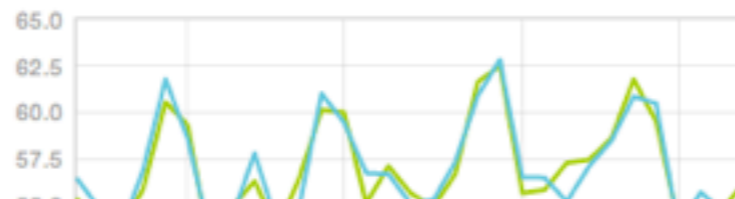
### site - bounces ?

CONTROL -0.91%



### site - page count ?

CONTROL +0.26%



### added to cart - visits ?

CONTROL +0.34%



# on

```
// Owner: frank
$server_config['new_config']['similar_items_when_unavailable'] = array(
    'description' => 'Shows similar items link on unavailable items in the cart.',
    'enabled' => 'on'
);
```

# off

```
// Owner: frank
$server_config['new_config']['similar_items_when_unavailable'] = array(
    'description' => 'Shows similar items link on unavailable items in the cart.',
    'enabled' => 'off'
);
```

**Reusing config,  
automated bucketing,  
automated analysis &  
graphing**

**with no additional effort**















Have an upcoming launch? [Add an item](#)

[Active experiments](#)

[Upcoming launches](#)

[Recent 100% launches](#)

Date	Name	Team	Notes
Nov 7	<a href="#">Gift Ideas browse pages</a>  	<a href="#">Buyer Experience</a>	This is a gift guide browse destination. Subsections will focus on recipient (for him, for her, for kids, etc.) and price (under \$25, under \$100, etc.). It will work just like all other browse pages. There will be NO HAND ...
Nov 7	<a href="#">Etsy for iPhone (v2.1.1)</a>	<a href="#">Mobile</a>	<b>Example</b> — We submitted the app on Friday. We will be pushing it out when it's approved by Apple; our hope is that it's approved by Wednesday. There will be no coordination with PR or blog post. We may send ...
Nov 2	<a href="#">Winter Holidays browse pages</a>  	<a href="#">Buyer Experience</a>	<b>Example</b> — These are browse pages for the Winter Holidays and will feature subsections for holiday decor, cards, etc. They'll be similar to our holiday merch hub from last year, but much deeper in terms of browsing opportunities. Those in UK ...
Nov 1	<a href="#">Updated treatment of homepage browse links</a>  	<a href="#">Buyer Experience</a>	<b>Example</b> — Over a two week period we observed 4%-5% increases in browse landing page and subsection page views. There were also slight increases in add to cart and listings viewed events. Visits with a search and search events were down ...
Oct 24	<a href="#">Next day availability of DC funds</a>  	<a href="#">Payments</a>	We plan to allow established sellers to be able to deposit their funds prior the next day after a sale. Non established sellers will still need to ship items to have available funds.
Oct 23	<a href="#">Reduce one-time hold from 10 days to 5 days</a>	<a href="#">Payments</a>	Whenever a new seller signs up for direct checkout, a 10 day hold is placed on deposits. This also occurs anytime a bank account is updated. We have decided to reduce this standard hold period to 5 days. The main ...
Oct 23	<a href="#">Etsy for iPhone (v2.1)</a>  	<a href="#">Mobile</a>	<b>Example</b> — Update: We have been approved by Apple and will be launching Tuesday, 10/23 at 8am ET. _____ Our target submit date to Apple is Wednesday 10/10. Depending on Apple's turnaround time, we expect the app to be ...
Oct 22	<a href="#">Recipient Query Rewriting</a>	<a href="#">Search &amp; Destroy</a>	<b>Example</b> — This didn't move metrics positively or negatively. However we decided to keep it because this is the first step towards using recipient in search, and encouraging users to properly associate their listing w/ a recipient. We will reevaluate how ...
Oct 19	<a href="#">Parcel Insurance for Shipping Labels</a>  	<a href="#">Seller Team</a>	<b>Example 1, Example 2</b> — Rampup started 10/9. Scheduled to finish 10/19.
Oct 18	<a href="#">Search Ads respecting filters</a>	<a href="#">Search &amp; Destroy</a>	This experiment didn't hurt inventory: <a href="https://splunk.etsycorp.com/en-US/app/search/flashtimeline?sid=1350940765.163366&amp;vs=h8m3sk4b">https://splunk.etsycorp.com/en-US/app/search/flashtimeline?sid=1350940765.163366&amp;vs=h8m3sk4b</a> Also it looks like CTR might have improved.



**Deploy**  
**Experiment**  
**Example**  
**Takeaways**



Register

Sign In

Search for items and shops

Search



Home > BayTowneLeatherUSA > IPAD Cases



Like this item?

Add it to your favorites to revisit it later.

### Leather Ipad Sleeve/ Case/ Envelope/ Folio for IPAD 2 or 3. Full Grain Veg Tan Leather. Handmade by BayTowneLeatherUSA.



zoom

This luxurious/rugged and well built IPAD case will protect your IPAD in style. Or you can use it as a folio to carry your necessities . Luxurious enough for use at the office, and rugged enough for use on the trail.

Made of beautiful - rugged 5/6 oz. Premium veg tan leather (which will break in beautifully) ; it will develop a wonderful natural patina over time as only full grain veg tan leather can do. (Gets better with age)

\*\*\*I make these cases ONE BY ONE as orders are received\*\*\*

\$74.00 USD Only 1 available

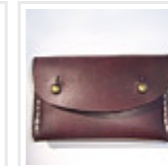
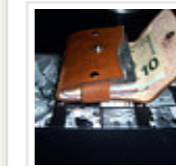
Add to Cart



#### Shop

BayTowneLeatherUSA

BayTowneLeatherUSA

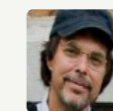


38 items

Add shop to favorites

See who favorites this shop

#### Shop owner



Roger

Marion, Illinois, United States

Favorites

Circle

Feedback: 27, 100% pos.

Contact

#### Item

Add item to favorites

See who favorites this item

**22% visits enter**

**53% leave  
immediately**



Register

Sign In

Search for items and shops

Search

Cart

Home > BayTowneLeatherUSA > IPAD Cases

Favorite

Like this item?

Add it to your favorites to revisit it later.

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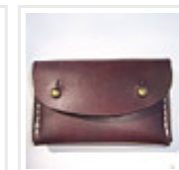
Add to Cart

Favorite

Shop

BayTowneLeatherUSA

BayTowneLeatherUSA



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**How do we  
know if this  
theory is  
right?**

Etsy

Register

Sign In

Search for items and shops

Search

Cart

Similar Items [See more](#)



Leather Ipad Sleeve/ Case/ E...  
BayTowneL... \$74.00 USD



Leather Ipad Sleeve/ Case/ E...  
BayTowneL... \$74.00 USD



Leather Document Case, Foli...  
BayTowneL... \$94.00 USD



Leather ipad case. Handstic...  
StudioFi \$55.00 USD



Buckled leather iPad sleeve ...  
LUSCIOUSL... \$99.00 USD

Home > BayTowneLeatherUSA > IPAD Cases

Favorite

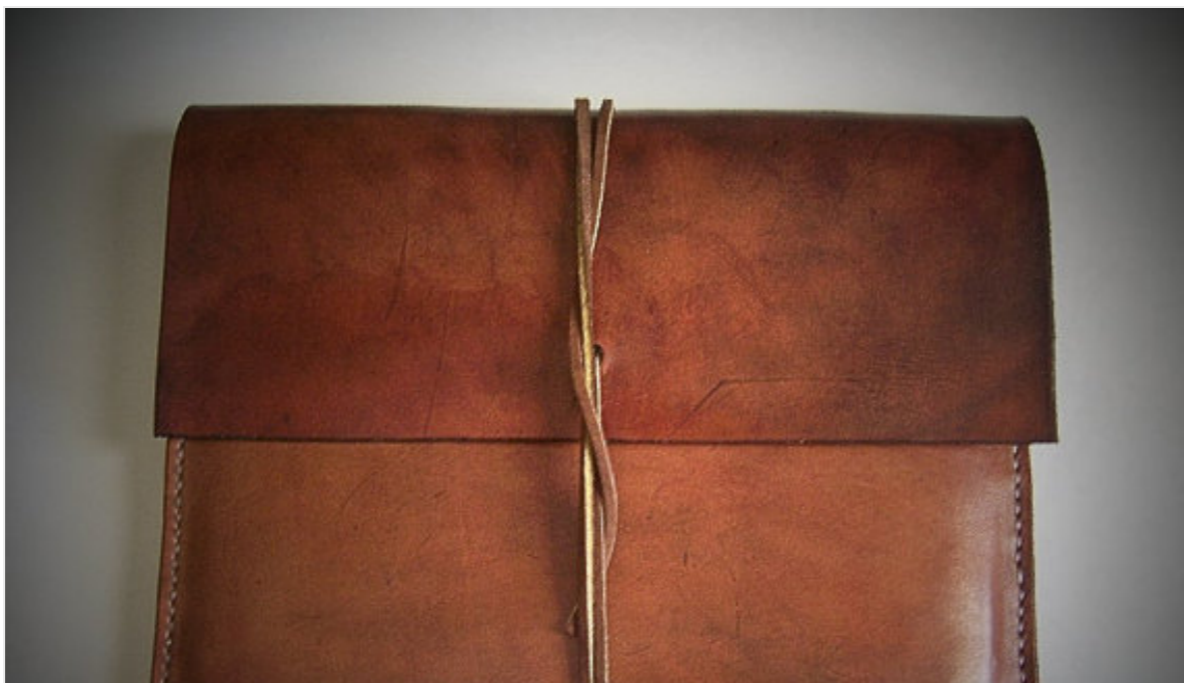
Like this item?  
Add it to your favorites to revisit it later.

\$74.00 USD Only 1 available

Add to Cart

Favorite

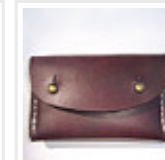
Leather Ipad Sleeve/ Case/ Envelope/ Folio for IPAD 2 or 3. Full Grain Veg Tan Leather. Handmade by BayTowneLeatherUSA.



Shop

BayTowneLeatherUSA

BayTowneLeatherUSA



38 items

Add shop to favorites

See who favorites this shop



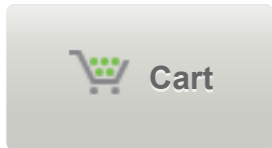


Register

Sign In

Search for items and shops

Search



Home > AHeirloom > About

### Shop Sections

Shop home 73 items

US Cutting Boards 49

Custom Request 1

Extra Heart or Star 1

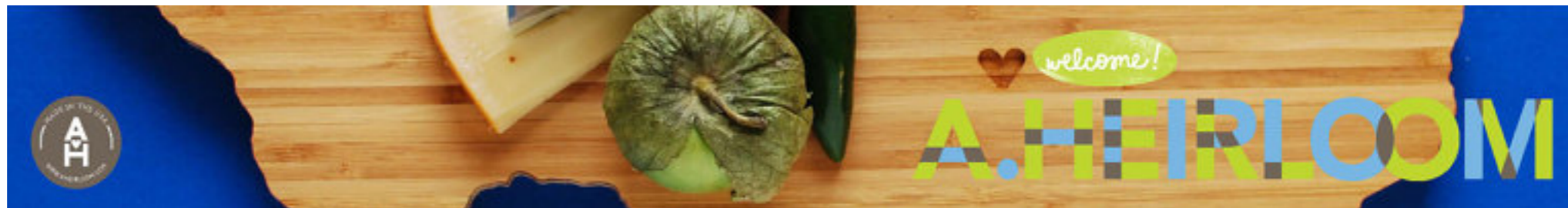
Country Cutting Board 5

Island.Districts 4

Skewers 2

Engraving 3

Ball Park Series 4



### AHeirloom

Making it digital and heartwarming since 2010

Like 470

### About AHeirloom



### Shop Owner



**Amy Stringer-Mowat**

Brooklyn, New York,  
United States

Contact

Favorites

Circles: 269



**Amy Stringer-Mowat**

Brooklyn, New York,  
United States

Contact

Favorites

Circles: 269

Feedback: 2208, 100% pos.

### Shop Info

 **AHeirloom**

Opened on Oct 14, 2009

About

Policies

Request custom item

16817 sales

5182 admirers

### Actions

 [Add to favorites](#)

 [See who favorites this](#)

 [Tweet](#)

[Report this shop to Etsy](#)



## Accidental Entrepreneurship...

Brooklyn based husband and wife, Amy Stringer-Mowat and Bill Mowat, made their first cutting boards for their own wedding. It is rumored that the groom was actually finishing the boards on the day of the wedding... The two wanted a personalized and sentimental way to display cheese, and came up with state-shaped cutting boards for each of their home states (Michigan and Connecticut), with hearts on their hometowns. Delightfully, other people wanted the boards and they are now made for all fifty states. Each board is made in the USA of bamboo. AHeirloom listed their original state shaped cutting boards on Etsy in May of 2010.

### Our Background

Amy and Bill met at Amy's birthday party when both were getting their Masters in Architecture at Columbia University. Bill walked by, wished Amy a simple and sweet "Happy Birthday," and the two have been collaborating off and on ever since.



### William Henry Mowat III

*Owner, Maker, Designer*

William Henry Mowat III aka 'Bill' is the man behind those nice, borderlines and the smooth finish. His years of experience with fabrication helps to speed the process along and keep the boards moving down the line. A modern day Henry Ford.



Amy Stringer-...



Henry Winslo...



## Our Background

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Amy Stringer-...



Henry Winslo...

The love of food, design and housewares began with Amy's work at Zingerman's Delicatessen in the mid 90's and also with Monmouth Coffee Company, in London England. Merging these interests with Bill's background in design, his years of experience with project management and skill at fabrication, have made for a good combination on their latest venture.

Today, Amy manages the AHeirloom family business and takes care of the firm's newest member, Henry, born in September of 2011. Bill handles the production of their orders and is a partner in a successful fabrication shop in Williamsburgh, Brooklyn.

## Our philosophy

AHeirloom believe in their small business and manufacturing in the United States. The pieces are designed to be cherished and passed down -- to engage those who use them and resonate with each use. Their quality comes not only from the design and materials, but from Amy and Bill's belief in new manufacturing techniques. Whether things are made by hand or by machine, they can be timeless -- like these cutting boards, which serve as reminders of where you came

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### Featured listings from AHeirloom



AHeirloom's USA Cutting Board  
AHeirloom \$48.00 USD



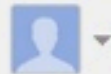
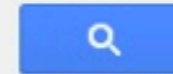
AHeirloom's Black Board Mini  
AHeirloom \$55.00 USD



AHeirloom's Texas State Cutting Board  
AHeirloom \$48.00 USD



AHeirloom's Maryland State Cutting Board  
AHeirloom \$48.00 USD



Shopping

About 122,000 results (0.27 seconds)



Web

Your location: Brooklyn, NY 11217 - [Change](#)

Sort by: **Relevance**



[Why these products?](#)

Images

Maps

Videos

News

Shopping

More

Show only

- In stock nearby
- Free shipping
- New items

Any category

- Scarves & Shawls
- Beanies
- Yarn
- Knitting
- Knitting & Crocheting Patterns
- More

Any price

- Up to \$20
- \$20 – \$35
- Over \$35

\$  to

\$



[Maison Martin Margiela Ivory Hand Knit Scarf](#)

Long rectangular **hand knit scarf** in ivory. Thread detail throughout. Approx. 76" x 11".

**\$725.00**

Free shipping  
[ssense.com](#)



[Handknit Scarf alpaca olive green leather](#)

The original buckled wrap **scarf!** Alpaca super chunky **scarf** is made of alpaca wool, super soft with a dark brown leather buckle, wraps around ...

**\$220.00**

\$237.95 with est. tax & shipping  
[Etsy - EandAHeritage](#)



[hand knit scarf BRAID in royal blue yarn with tassels](#)

This **scarf** is a real braid!!! It's **hand knitted** and finished with a couple of big tassels. It's very soft and warm, a great accesory to cheer fall ...

**\$60.00**

\$78.00 with est. tax & shipping  
[Etsy - Seller](#)



[SALE Hand Knit Scarf Wrap in Blue, Violet and Purple - Geode](#)

Originally \$60. With color changes inspired by nature, every geode is unique. And this one-of-a-kind **scarf** wrap is no exception. Blues blend into ...

**\$50.00**

\$57.00 with est. tax & shipping  
[Etsy - foxygknits](#)



[Hand Knit Scarf Woman's Gold Brown Long Lacy Open Weave Fashion](#)

This **scarf** is **hand knit** with 100% acrylic yarn which makes it soft and durable. The open weave drop stitch design makes it a fashion statement ...

**\$22.00**

[Etsy - KittysKomer](#)

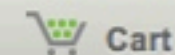




2 2

Search for items and shops

Search



Items

Add New Item

Listings

Sections

Shipping

Orders

Sold Orders

Shop Payment Account

Shop Stats

Cases

Bill

Your Bill

Make a Payment

Billing Info

Shop Settings

Info & Appearance

Shipping & Payment

Options

Promote

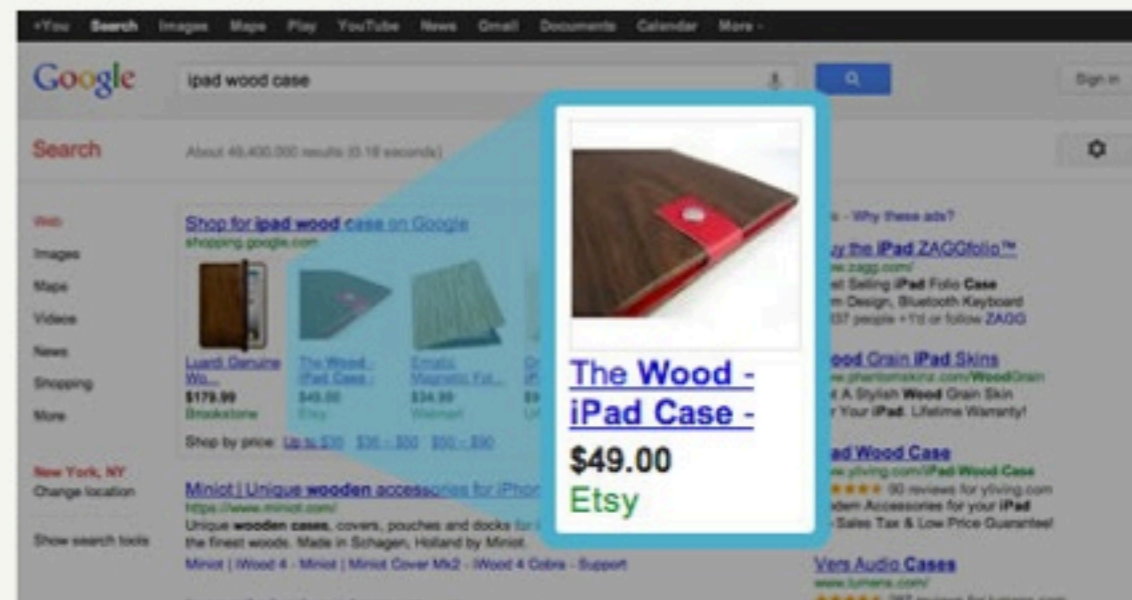
# Google Product Listing Ads

## What are Google Product Listing Ads?

Product Listing Ads appear in Google search results and [Google Shopping](#). These ads feature product information, such as product image and price.

For the remainder of 2012, Etsy will purchase these ads free of charge for English-language listings that ship to the U.S.

Traffic from these ads are reported in Shop Stats. Visits to listing pages from ads may include similar items from other shops. [Learn more.](#)



- Enabled** Your shop receives Google Product Listing Ads free of charge.
- Disabled** Your shop does not receive Google Product Listing Ads.

Save



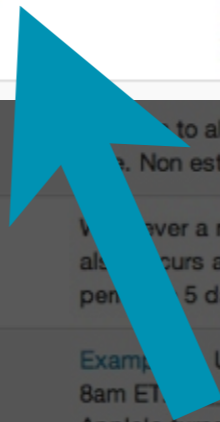
```
// owner: gfodor
$server_config['new_config']['similar_items_sash'] = array(
    'enabled' => 50,
);
```

Have an upcoming launch? Add an item

Active experiments Upcoming launches Recent 100% launches

Date	Name	Team	Notes
Nov 7	Gift Ideas browse pages	Buyer Experience	This is a gift guide browse destination. Subsections will focus on recipient (for him, for her, for kids, etc.) and price (under \$25, under \$100, etc.). It will work just like all other browse pages. There will be NO HAND ...
Nov 7	Etsy for iPhone (v2.1.1)	Mobile	Example — We submitted the app on Friday. We will be pushing it out when it's approved by Apple; our hope is that it's approved by Wednesday. There will be no coordination with PR or blog post. We may send ...
Nov 2	Winter Holidays browse pages	Buyer Experience	Example — These are browse pages for the Winter Holidays and will feature subsections for holiday decor, cards, etc. They'll be similar to our holiday merch but from last year, but much

Oct 25 50% Similar Items Module for GPLA traffic 11 days of results Example — We are experimenting with the listing pages that come from Google Product Listing Ads. The item that the shopper clicks on from Google will always be front and center, but we are experimenting with the similar items module to see ...



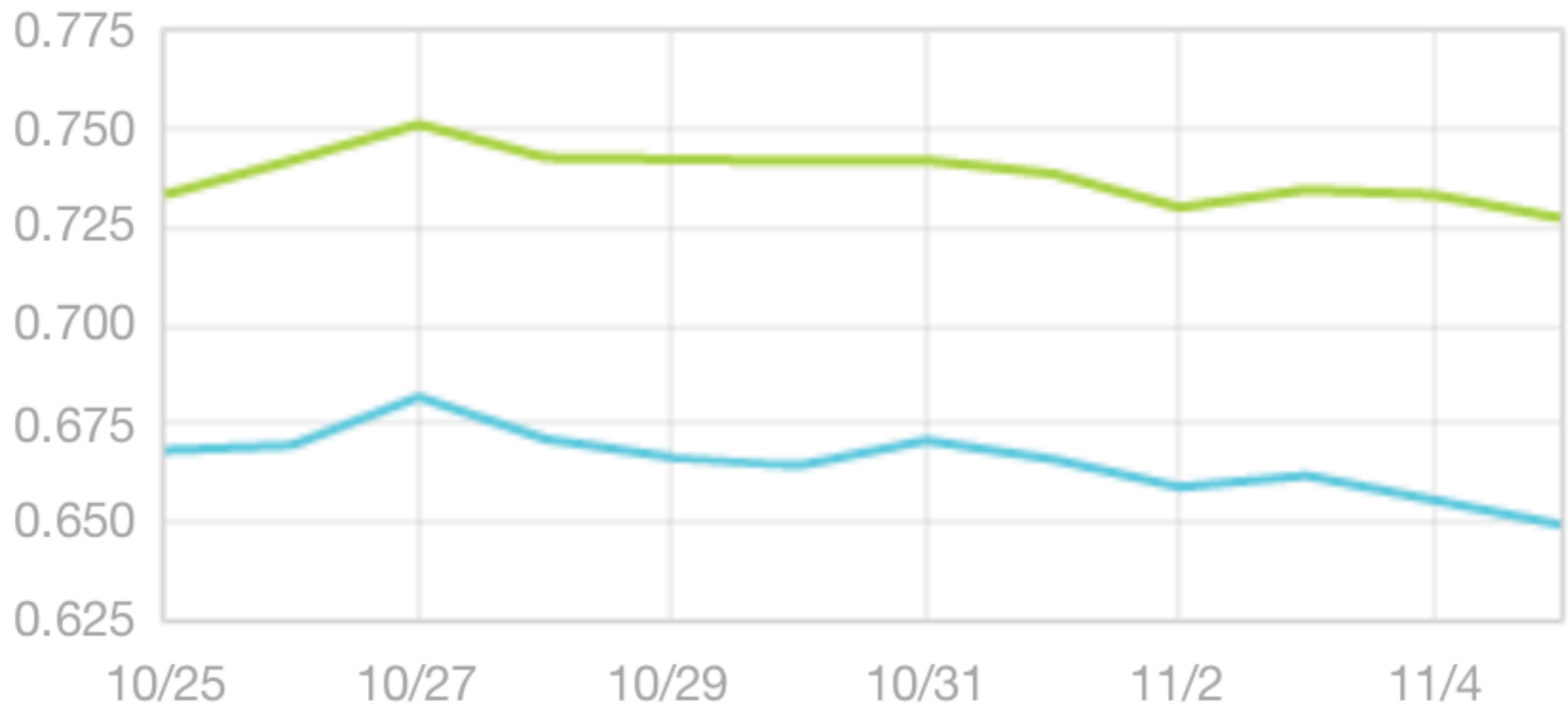
Oct 24	Next day availability of DC funds	Payments	to allow established sellers to be able to deposit their funds prior the next day after a ... Non established sellers will still need to ship items to have available funds.
Oct 23	Reduce one-time hold from 10 days to 5 days	Payments	Whenever a new seller signs up for direct checkout, a 10 day hold is placed on deposits. This also occurs anytime a bank account is updated. We have decided to reduce this standard hold period to 5 days. The main ...
Oct 23	Etsy for iPhone (v2.1)	Mobile	Example Update: We have been approved by Apple and will be launching Tuesday, 10/23 at 8am ET. Our target submit date to Apple is Wednesday 10/10. Depending on Apple's turnaround time, we expect the app to be ...
Oct 22	Recipient Query Rewriting	Search & Destroy	Example — This didn't move metrics positively or negatively. However we decided to keep it because this is the first step towards using recipient in search, and encouraging users to properly associate their listing w/ a recipient. We will reevaluate how ...
Oct 19	Parcel Insurance for Shipping Labels	Seller Team	Example 1, Example 2 — Rampup started 10/9. Scheduled to finish 10/19.
Oct 18	Search Ads respecting filters	Search & Destroy	This experiment didn't hurt inventory: <a href="https://splunk.etsycorp.com/en-US/app/search/flashtimeline?sid=1350940765.163366&amp;vs=h8m3sk4b">https://splunk.etsycorp.com/en-US/app/search/flashtimeline?sid=1350940765.163366&amp;vs=h8m3sk4b</a> Also it looks like CTR might have improved.

**Hypothesis:  
Showing more  
items will  
decrease bounce  
rate.**

# site – bounces ?

**CONTROL**

**- 9.94 %**





**And there's  
more...**

# Listing Page Experiment

## Results

- **listing page views (++)**
  - **searches (++)**
  - **home page views (+)**
  - **checkouts (+)!**
- \* affect on that listing you landed on (?)**

# Listing Page Experiment

## Next Steps

- **we do more analysis**
- **we try more variants**
- **we think about how to expand**
- **we invest more resources**

**Deploy**  
**Experiment**  
**Example**  
**Takeaways**



**Make it easy to  
deploy. Invest in  
tooling.**

**Validate ideas  
with quantitative  
& qualitative data  
early and often.**

**Allow for time to  
react and iterate  
based on what  
you learn.**

# Questions?

**Learn more**

**[etsy.com/careers](https://etsy.com/careers)**

**[github.com/etsy](https://github.com/etsy)**

**Frank Harris**

**[frank@etsy.com](mailto:frank@etsy.com)**

**[@hirefrank](#)**

**Nellwyn Thomas**

**[nellwyn@etsy.com](mailto:nellwyn@etsy.com)**

**[@nellwyn](#)**