



OR

SCAN APP AND WEB PORTAL
YOUR GUIDE ON USING THE ONLINE RETAILER

EMPERIA



ONLINE RETAILER

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Using the Emperia Scan App

1. Download the app from iTunes or Google Play Store. Links can be found here: iTunes: <https://itunes.apple.com/au/app/emperia-scan/id1335855742?mt=8>
Google Play: <https://play.google.com/store/apps/details?id=au.com.reedexhibitions.emperiascan>

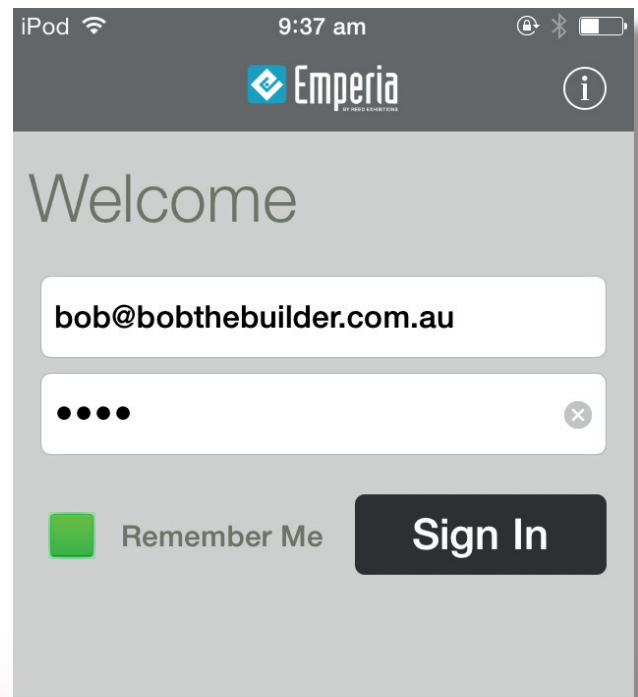
Note the minimum device requirements:

iOS Requires iOS 7.0+ or greater with the iPhone 5/5S, 6/6 Plus, 7/7 Plus (and later models); iPod Touch 4th, 5th, 6th Gen (and later models); iPad Mini 1, 2, 3, 4 (and later models); iPad 3rd, 4th and 5th Gen; and the iPad Air and iPad Pro models. Android OS The Android app requires Android OS 4.1 or greater and an auto-focus camera.

NOTE

If you need a reminder on your PIN or require log in from additional devices, please contact the help desk onsite.

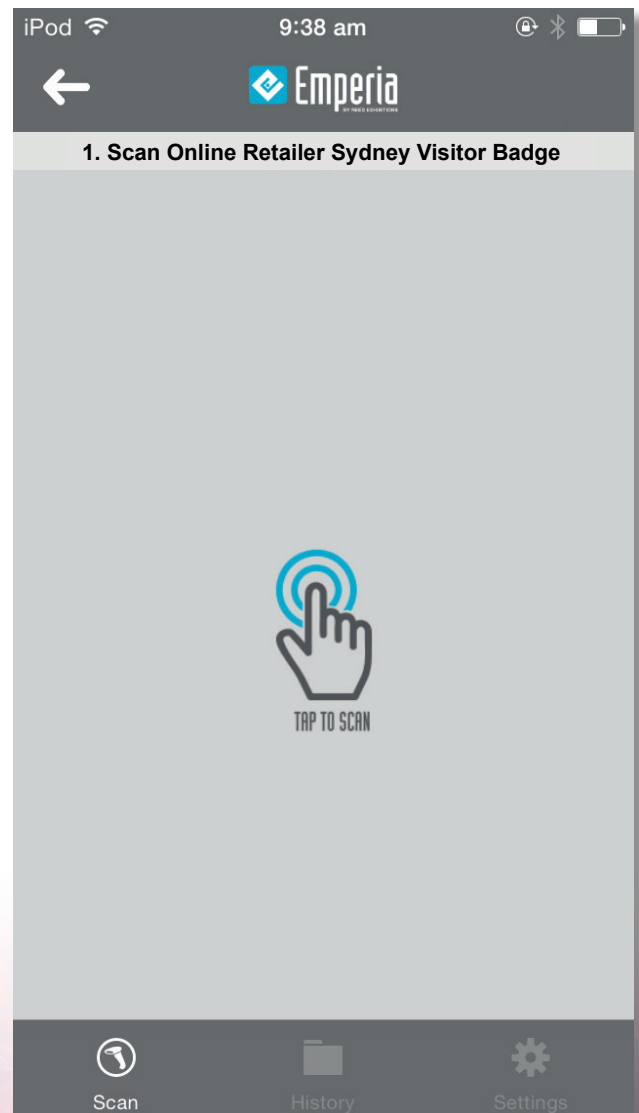
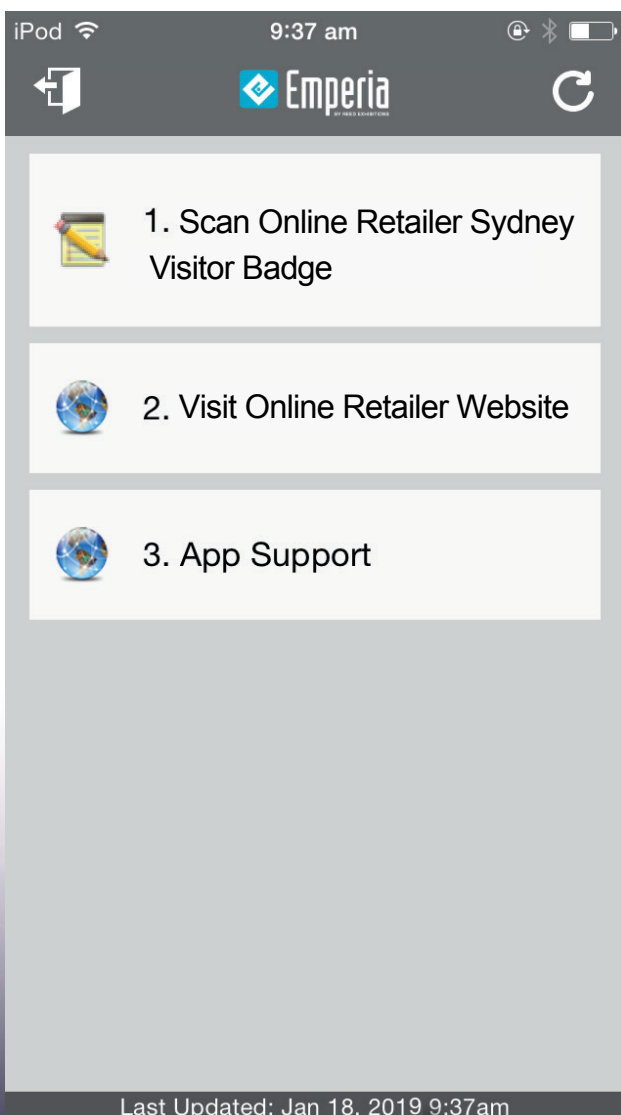
2. Using the username and Pin emailed to you, login to the app. For ease, make sure the "Remember Me" checkbox has been selected/clicked on. (The checkbox turns green if it has been selected).



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3. Once logged in, click on the first option “Scan Visitor Badge” to open the barcode scanner. If prompted to allow app to access device camera, select “Allow”.



4. To scan a barcode, click on the image that reads “Tap to Scan”. This will open your device camera.



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The screenshot shows a mobile application interface for lead capture. At the top, the status bar shows the time as 10:11 am. The app header features a close button (X) and the word 'VALID' next to a green checkmark icon. Below the header, there are two checkboxes: 'Call' (checked) and 'Send brochure' (unchecked). A section titled 'Lead Interest Level' contains four radio button options: 'Hot', 'Very Interested' (checked), 'Interested', and 'Mildly Interested'. Below this is a 'Comments:' field with a text input containing 'Meet at office in Melbourne'. At the bottom, there is a large black button labeled 'SUBMIT'.

5. Hover your device camera over the visitor badge to capture visitor details as a lead.

6. Once a successful lead scan, a green tick will be seen and scrolling down the screen will allow you to enter optional lead qualifying info on:

- Lead Follow Up Action
- Lead Interest Level
- Comments

NOTE

These lead qualifier data entered in is NOT visible to the visitor being scanned. However, they can be seen by other app users of the exhibiting company.

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Using the web portal to access leads

1. Go to Exhibitor Login for Emperia Scan Web Portal at: <https://www.onlineretailer.com/emperia>
2. Select your show, enter your username and PIN as sent out to you in email.
3. The dashboard, gives you a snapshot of the app users at your stand and scans done by individuals. It also shows your company details that are visible to your leads.

App Username	App User Email	#Scans
davidrx@yopmail.com	davidrx@yopmail.com	1
joeyrx@yopmail.com	joeyrx@yopmail.com	0
simonrx@yopmail.com	simonrx@yopmail.com	93
maryrx@yopmail.com	maryrx@yopmail.com	0

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Home » List of Leads

Filter result

Select date range to State Position

[< Back](#)

Scanned Date	Company	First Name	Last Name	Position	State	Action
2019-05-10 14:18:22	ABC Systems	Mary	Jane	Retailer	NSW	 
2019-05-14 14:11:54	DEF Systems	Holly	Dovis	Tester	NSW	 
2019-05-10 14:07:40	Joey's Company	Joey	Bill	Owner	VIC	 

 LEAD DETAIL

Scanned Date	2019-08-04 14:49:10
Name	Mary Tester
Company	ABC Company
Phone	44 0 11111111
Address	SUITE 123, 111 TEST STREET, 2111, AUSTRALIA
Email	Marytester@email.com <input type="button" value="Send Email"/>
Q : Lead Interest Level	Mildly Interested
Q : Lead Follow Up	Email ^ Call ^ Send brochure
Q : Lead Comments	Mildly interested
Scanned by	simonrx@yopmail.com

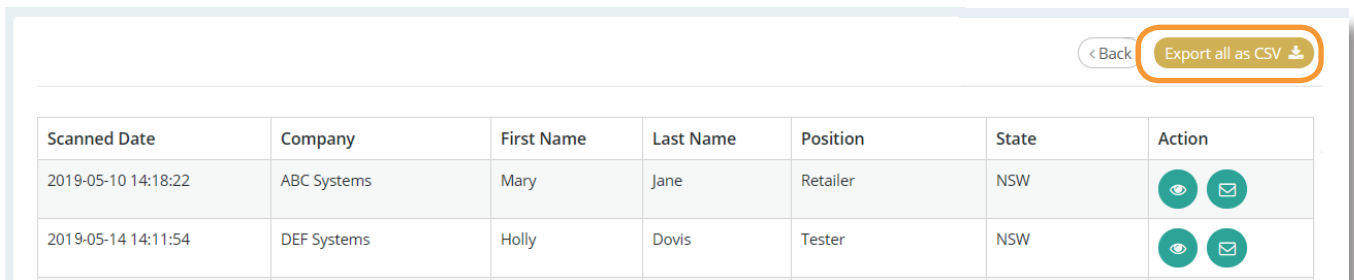
4. Go to Tools > Leads to view the list of leads scanned by app users at your stand.

5. From this Leads page, you can click on the “eye” icon under the Action column, for further info on the lead, the time lead was scanned, the user scanning the lead and any lead qualifying details around the lead.





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6. Click on Export all as CSV button on the right corner of the page.
7. Clicking the Export all as CSV should download an excel file to your browser's Downloads folder.

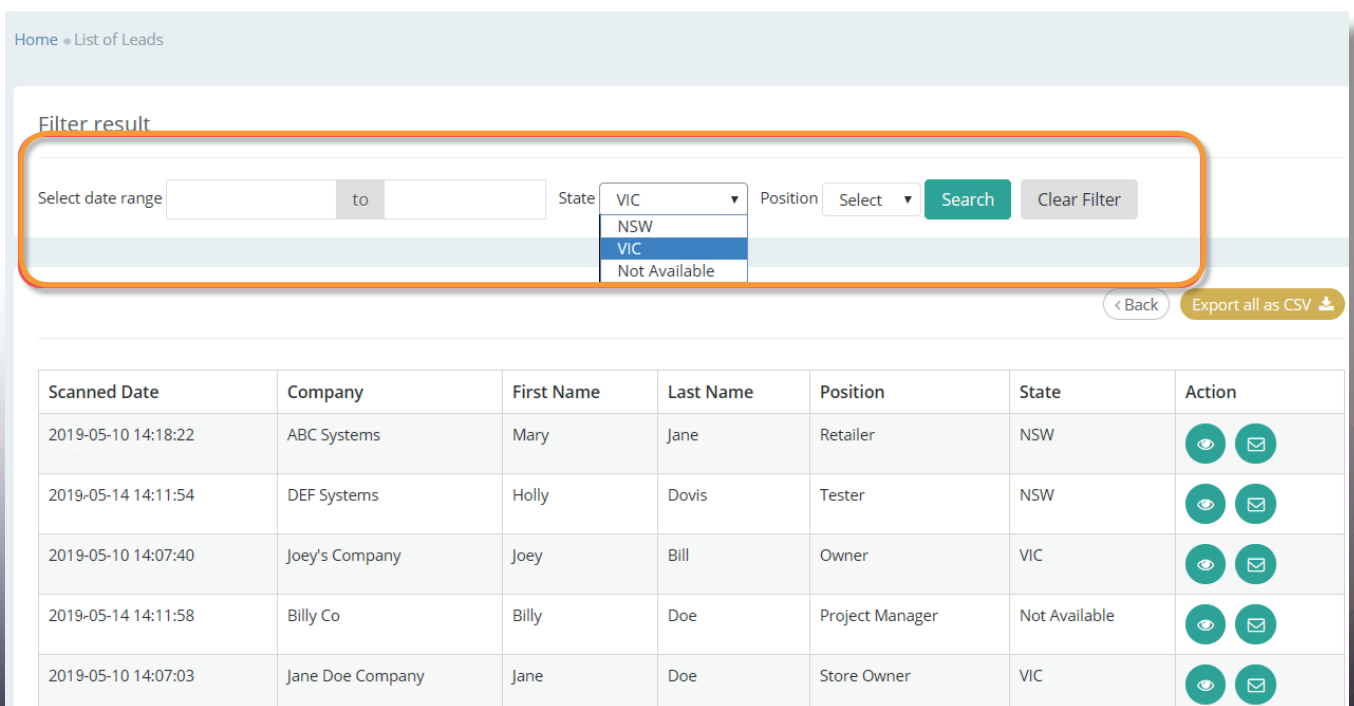


The screenshot shows a table with the following data:

Scanned Date	Company	First Name	Last Name	Position	State	Action
2019-05-10 14:18:22	ABC Systems	Mary	Jane	Retailer	NSW	 
2019-05-14 14:11:54	DEF Systems	Holly	Dovis	Tester	NSW	 

In the top right corner, there is a '< Back' button and an 'Export all as CSV' button with a download icon, which is highlighted with an orange border.











8. If you wish to sort through your list of leads and only download those sorted list, you can use the filters available.



The screenshot shows a 'List of Leads' page with a filter box highlighted in orange. The filter box contains the following fields:

- Select date range: [] to []
- State: VIC (dropdown menu is open showing options: NSW, VIC, Not Available)
- Position: Select (dropdown menu)
- Search button
- Clear Filter button

The table below the filter box contains the following data:

Scanned Date	Company	First Name	Last Name	Position	State	Action
2019-05-10 14:18:22	ABC Systems	Mary	Jane	Retailer	NSW	 
2019-05-14 14:11:54	DEF Systems	Holly	Dovis	Tester	NSW	 
2019-05-10 14:07:40	Joey's Company	Joey	Bill	Owner	VIC	 
2019-05-14 14:11:58	Billy Co	Billy	Doe	Project Manager	Not Available	 
2019-05-10 14:07:03	Jane Doe Company	Jane	Doe	Store Owner	VIC	 

In the top right corner, there is a '< Back' button and an 'Export all as CSV' button with a download icon.

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For example, if you wish to only download leads that are from Victoria, select the state as VIC then click on Search button. The list of leads displayed then would only be those whose state is set as VIC. Then to download this filtered list, click on the Export filtered list as CSV button as shown:

Home • List of Leads

Filter result

Select date range to State **VIC** Position

Scanned Date	Company	First Name	Last Name	Position	State	Action
2019-05-10 14:07:40	Joey's Company	Joey	Bill	Owner	VIC	
2019-05-10 14:07:03	Jane Doe Company	Jane	Doe	Store Owner	VIC	



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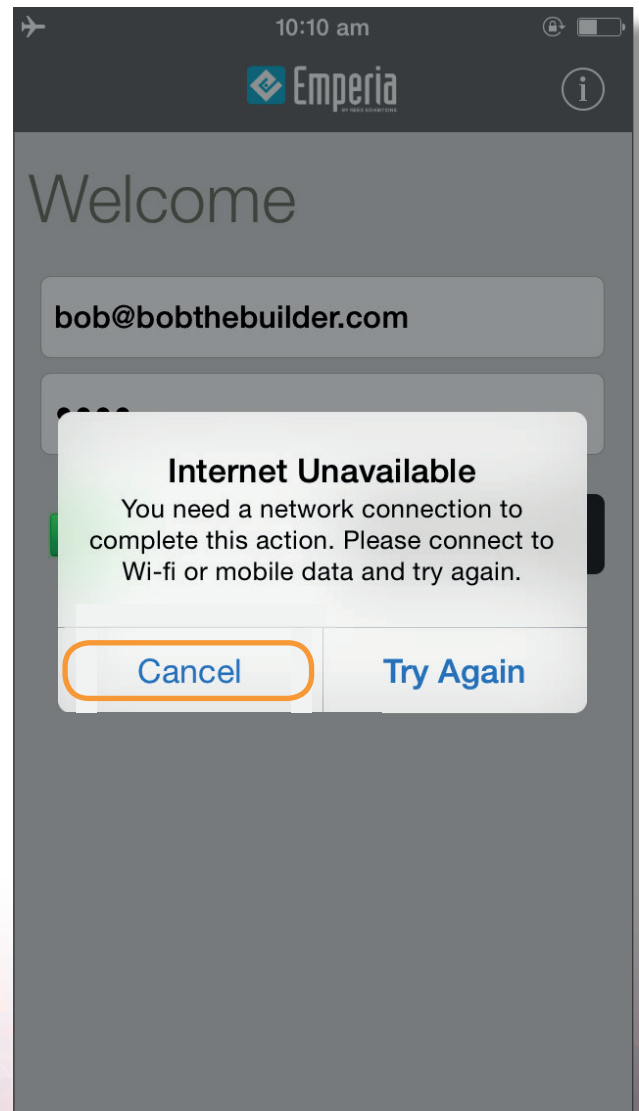
FAQ

Using the Emperia Scan app when there is no network connectivity

You can use the Emperia Scan app in an “offline mode” i.e. without internet access, to scan barcodes, provided you have successfully logged in on the device at least once. The app will automatically upload them to the server when network connectivity is restored.

With an “offline device”, the login method is still the same i.e.

- 1.** Enter the username and pin in the login screen.
- 2.** On the pop up message titled “Internet Unavailable” click on “Cancel”. This would allow you to scan barcodes and record them to the device. The scans will be automatically uploaded when network connectivity is restored.

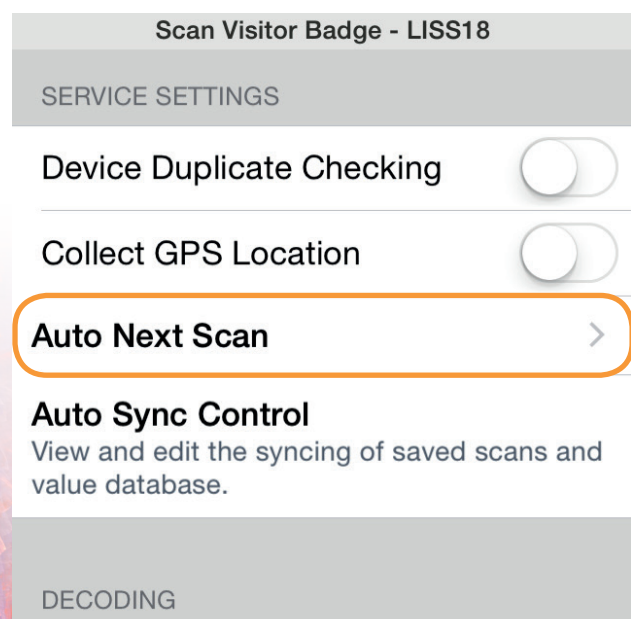
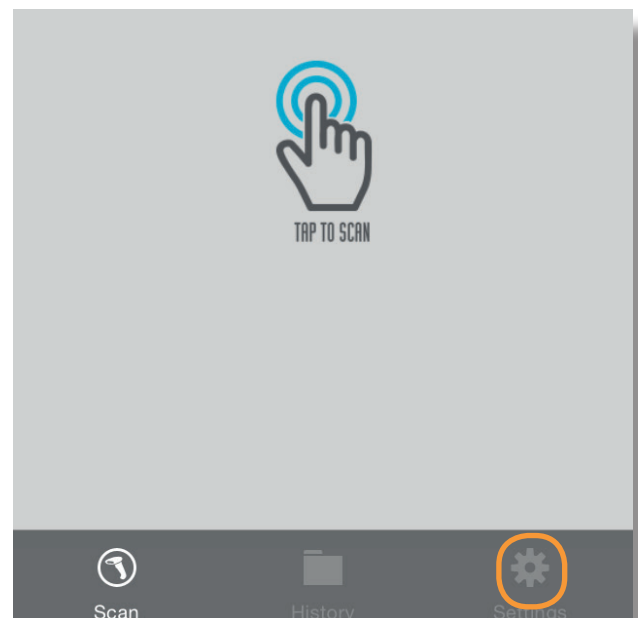


How to stop auto sync of scans

Once you have started scanning, the app will sync your scans to the web portal as soon as it finds internet connectivity. However, if you prefer to stop these automatic syncing of scans you can keep your scans saved to your device and only sync them when you want. For instance, you may only want to sync your scans when you have WiFi access. To do so, you can stop “Auto Sync” on your app.

Follow these steps:

1. Login in to the app.
2. Once logged in, click on the first option “Scan Visitor Badge” to open the barcode scanner.
3. Click on “Settings” down the bottom right.
4. Click on “Auto Sync Control”.





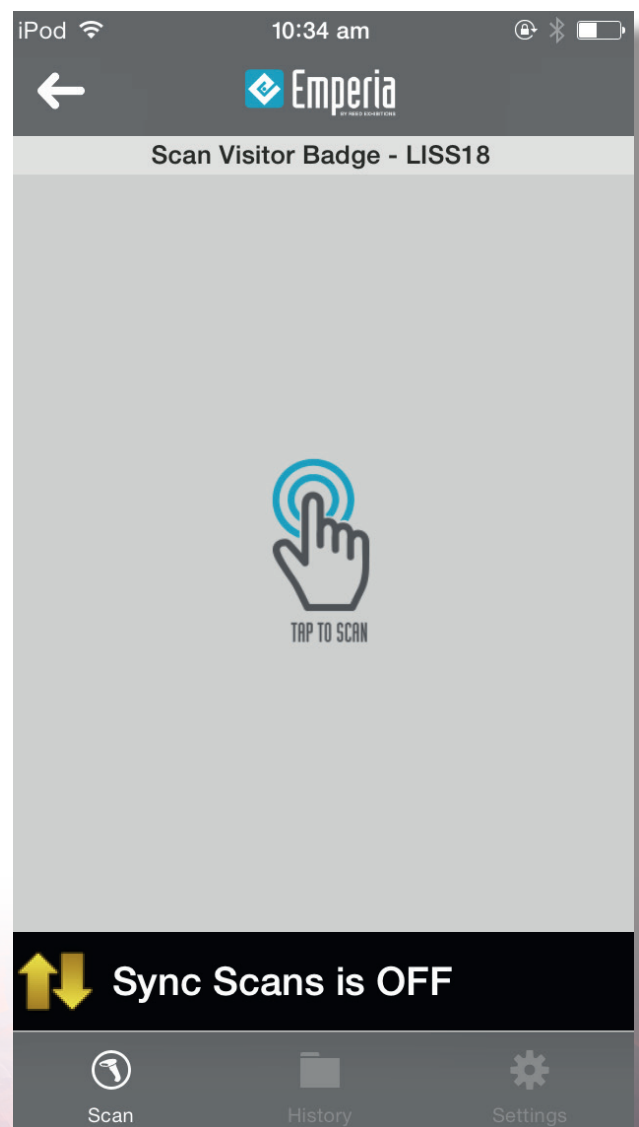
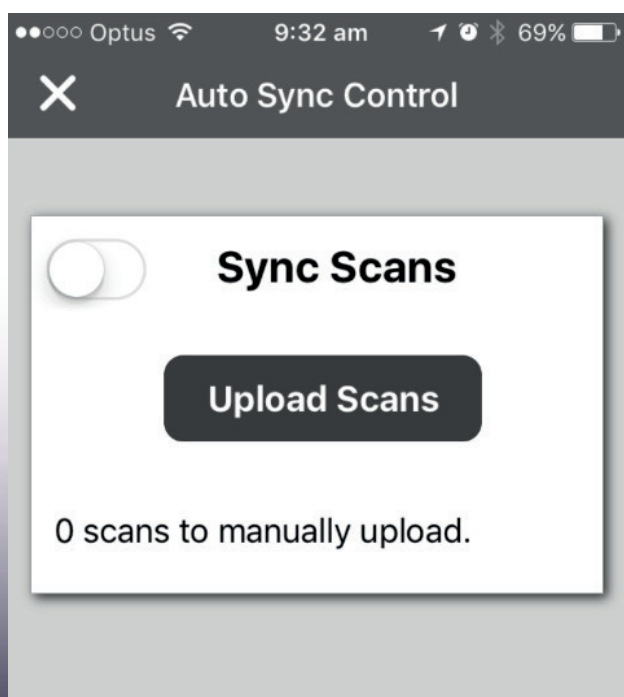
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5. Disable the “Sync Scans” option. Once done, your screen should look like this (image below).

6. Click on the “X” sign on the top left corner of the screen.

7. Now you should be back on the “Tap To Scan” screen. The bottom section should show a count of number of scans saved on device.

8. Once you are ready to sync your scans, enable the “Auto Sync” Settings by following steps 3 to 5. On step 5, enable the “Sync Scans” options.





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Minimum device requirements

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Changing assigned username and PIN

Unfortunately, at this stage, we do not have the facility to change an a signed username. However, you can change your PIN. To get a reminder on your PIN, please contact the help desk onsite or use the Forgot password feature on the login screen, which will email the PIN to the email address associated with the username.

Additional App users

If you require additional app users, please contact the help desk onsite. You will need the email address of the app user.

Help on using the Emperia Scan system

If you have any issues using the app or have questions, please contact our app helpdesk by emailing onlineretailer@emperiascan.com or if you are onsite, tech support will be available on Day One at the Customer Service Desk.