FREQUENTLY ASKED QUESTIONS FOR RENTING LEAD RETRIEVAL

GETTING STARTED UNDERSTANDING LEAD RETRIEVAL

1. What is lead retrieval?

Lead retrieval is a system offered to allow you to scan and keep track of new leads and contacts while you're exhibiting at our event. You can add notes and follow up information as you scan badges. There are various options to purchase depending on your needs – all available through our official registration company, CompuSystems.

2. Why do I need lead retrieval?

Renting lead retrieval allows you to easily and efficiently capture customer contact information who visit your booth with a simple scan of a badge. Capturing leads is the best way to measure and evaluate your ROI.

3. Who provides lead retrieval?

Our official provider is CompuSystems, who also provides our registration services.

4. What options are there to purchase?

The most popular option offered is the CompuLEAD App and Tablet which allows you to scan from your own device or access the app on a tablet rented from CompuSystems for use during your show.

We also offer a la carte options which include additional app rentals, multi-show solutions and developer lead converter tools. Find out more here.

5. If I order the CompuLEAD App will it work on multiple devices?

No, the CompuLEAD App is for a single device. You can purchase additional licenses through our a la carte options.

6. How does the CompuLEAD App work?

This app will work on iPhone, iPad or Android Device with the newest operating system & WiFi/cellular data plan. Once you order you will receive your company's username & password to access the app.

7. What are the price points for purchase?

The prices vary depending on what item you are purchasing. The most cost-effective option is the CompuLEAD App. Additionally, there are early-bird order deadlines that can help you save when you order prior to the deadline. To view deadlines and prices, please refer to the Lead Retrieval page on our website.

8. I have another lead retrieval device from a previous show that I usually use, will that work?

In order to guarantee that you are able to capture complete information from attendees we recommend renting a device from CompuSystems. They are the only official lead retrieval/registration company for the show and the only systems guaranteed to work with our badges. Barcodes and badges vary from show to show.

I'M READY TO ORDER, WHAT DO I NEED TO DO?

9. How can I order my lead retrieval unit?

You can order online at www.compusytems.com/order and enter your show code. Then enter in your company name and select it to continue.

10. I have questions about my order, who should I contact?

You should contact CompuSystems at 866-600-5323 or 708-786-5565

WHAT SHOULD I EXPECT AT THE SHOW?

11. If I have a question or a problem with lead retrieval while at the show where do I go?

You will want to go to the Lead Retrieval Rental counter. Additionally you can always call your Exhibitor Service Manager.

12. Will I be able to see my leads in real time?

Yes. You can access them in the CompuSystems My Exhibitor Dashboard.

13. Can I download leads each day of the show?

Yes. You can download a lead file daily.

14. What types of notes/follow up actions can I add to the contacts I scan?

You can add qualifiers or notes as you scan your leads.

WHAT TO EXPECT AFTER THE SHOW?

15. How do I get my leads?

After the Show, we'll email you a link to access your leads. You'll be able to view/sort your leads, or send an email blast. You can download contact details and notes directly to your CRM, print mailing labels or send.

16. Does Clarion UX assist in any additional follow-up after the show?

Yes, all leads you scanned will be sent to you via email within 24 hours of the event ending. Additionally, we email buyers who were scanned to remind them the companies they met with and provide your company contact information so they too can follow-up with you directly. This happens one week after the event.