

**Nutri**

**QR**

# Agent User Manual

Version 2.0

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For NutriQR Plugin Plus Agents

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## 1. Introduction

### What is the Agent Role?

As a NutriQR Agent, you are a key partner in the product distribution network. The Agent Dashboard provides you with powerful tools to track your performance and earn commissions based on product scans in your assigned areas.

- **Commission Tracking:** Earn rewards (in Taka) based on each first-time product scan
- **Performance Monitoring:** Track scan metrics, product performance, and conversion amounts
- **Goal Achievement System:** Earn bonus rewards by completing scan goals
- **Geo-Protected Distribution:** Scans are validated within your assigned radius
- **Real-time Analytics:** Access detailed reports with date filtering and interactive maps

### How Agents Earn

#### Commission Calculation:

- **Agent Rewards Per Product:** Each product has a specific reward value (Taka) for agents
- **First Scan Only:** Only the first scan of each unique QR code counts toward commission
- **Milestone Bonus:** Additional bonus when you achieve your scan goal targets
- **Cumulative Earnings:** Track your total lifetime earnings on the dashboard

## 2. Authentication Process

### Accessing the Agent Dashboard

The agent dashboard uses secure OTP-based authentication via your registered mobile number to ensure only authorized personnel can access your account.

#### Login Steps:

1. **Navigate to the Agent Portal** - Go to the Agent Dashboard URL provided by your organization
2. **Select Country Code** - Choose your country code from the dropdown (default: +88 for Bangladesh)
3. **Enter Mobile Number** - Enter your registered mobile number
4. **Click "Get OTP"** - Request a one-time password
5. **Enter 6-Digit Code** - Input the verification code received via SMS (valid for 5 minutes)
6. **Click "Verify & View Dashboard"** - Access your personalized dashboard

#### OTP Not Received?

- Wait for the countdown timer to complete (2 minutes)
- Click "Resend Verification Code" to request a new OTP
- Check your spam/blocked messages folder
- Ensure you're using the correct registered mobile number

#### Security Note:

Each OTP is single-use and expires after 5 minutes. Never share your OTP with anyone. Your session remains active until you close the browser.

# 3. Agent Dashboard Overview

## Dashboard Layout

Upon successful login, you'll see your personalized dashboard with your name displayed in the title. The dashboard is organized into the following sections:

### 1. Refresh & Date Filter Controls

- **Refresh / Update Button:** Click to reload the latest data from the server
- **Date Filter:** Filter all statistics by date range (From - To)
- **Filter Button:** Apply the selected date range to view filtered results

### 2. Earnings Display

- **Total Cumulative Earned:** Your lifetime earnings from all claimed commissions (in Taka)
- **Total Conversion Amount:** Current unclaimed amount available for withdrawal (in Taka)
- **Claim Button:** Click to claim your entire available conversion amount

### 3. Achievements & Progress

- **Achievement Badges:** Visual badges earned (e.g., 🏆 Goal Achiever)
- **Goal Progress Bar:** Visual indicator showing progress toward your next goal
- **Progress Message:** Text showing scans needed or cycles completed

### 4. KPI Cards

- **Total Assigned & Remaining:** Total codes assigned | Remaining unscanned codes
- **Total Scanned & Rate:** Total scans in period | Scan rate percentage
- **Top Selling Product:** Best performing product by scan count

### 5. Analytics & History

- **Product Scan Map:** Interactive map showing scan locations
- **Performance by Product:** Expandable list with detailed product information
- **Conversion Claim History:** Record of all your past claims with breakdowns

## 4. Key Performance Indicators (KPIs)

### Understanding Your Metrics

The KPI section displays real-time performance metrics that help you track your distribution effectiveness:

#### Total Assigned & Remaining

Shows two values separated by a pipe (|):

- **Total Assigned:** Total number of active QR codes assigned to you
- **Remaining:** Codes that haven't been scanned yet

*Example: "500 | 320" means 500 assigned, 320 remaining*

#### Total Scanned & Rate

Shows scan statistics for the selected period:

- **Total Scanned:** Number of first-time scans in the period
- **Scan Rate:** Percentage of assigned codes scanned

*Formula:  $(\text{Scanned} \div \text{Assigned}) \times 100$*

#### Top Selling Product

Displays your best-performing product:

- Shows as "Brand - Product Name"
- Based on highest scan count in filtered period
- Helps identify popular products in your area

#### Date Filtering

All KPIs respond to date filters:

- Leave dates empty to see all-time data
- Select date range to filter specific periods
- Useful for monthly/weekly performance reviews

# 5. Product Performance & Analytics

## Performance by Product

The product performance section shows detailed information for each product assigned to you. Click on any product to expand and view complete details.

### Product Summary (Collapsed View):

Each product row displays:

- **Brand - Product Name [Reward Per Unit]:** e.g., "Optima - Control [25.00 Taka / Unit]"
- **Assigned:** Total codes of this product type assigned to you
- **Scanned:** Number of codes scanned
- **Total Amount Taka:** Total reward value from scans
- **Remaining:** Codes yet to be scanned

### Product Details (Expanded View):

Click a product to see complete information:

- **Brand & Product Name**
- **Reward Points Per Code**
- **Total Assigned (This Reward Type)**
- **Total Scanned (This Reward Type)**
- **Remaining (This Reward Type)**
- **Scan Rate (This Reward Type)**
- **Batch/Lot Number**
- **MRP (Maximum Retail Price)**
- **Flavor, Taste, Color**
- **Manufacturing Date (MFG)**
- **Expiry Date (EXP)**
- **Net Weight Per Unit**
- **Weight Per Box/Carton**
- **Packaging Type**
- **BSTI License & Validity**
- **Product Info, BSTI QR Code, Social Media Links**

### Reward Calculation:

Your total reward for each product = Number of Scans × Agent Reward Per Unit. Products with different reward values are grouped separately even if they have the same name.

## 6. Claiming Your Commission

### Total Conversion Amount

Your Total Conversion Amount is the sum of:

#### Conversion Amount Calculation

$$\text{Unclaimed Scans} \times \text{Agent Reward Points} + \text{Accumulated Bonus} = \text{Total Conversion Amount}$$

(Only first-time scans count toward your rewards)

### Claim Process

1. **Check Your Balance:** View your "Total Conversion Amount" on the dashboard (shown in Taka)
2. **Click "Claim Your Conversion Amount":** Button is active when amount > 0 (grayed out otherwise)
3. **Confirm the Claim:** A confirmation popup will ask "Are you sure you want to claim your entire available amount?"
4. **Processing:** The system processes your claim and marks all unclaimed scans as claimed
5. **SMS Confirmation:** You'll receive an SMS confirmation with the claimed amount details
6. **Dashboard Updates:** Your conversion amount resets to 0, cumulative earnings increase

#### After Claiming:

- All unclaimed scans marked as "claimed" in the system
- Total Conversion Amount resets to 0.00 Taka
- Total Cumulative Earned increases by the claimed amount
- Claim record added to your Conversion Claim History
- New scans will accumulate toward your next claim
- Any accumulated bonus is included in the claim

### Conversion Claim History

View your complete claim history at the bottom of the dashboard. Each claim entry shows:

**Claim Summary (Collapsed):**

- **Claimed Amount:** Total claimed in Taka
- **Reward Points:** Product reward portion
- **Bonus:** Goal achievement bonus portion
- **Date & Time:** When the claim was made

**Claim Details (Expanded):**

- **Product Type Breakdown:** Scans and rewards per product
- **Bonus Cycle Details:** Total cycles achieved, cycles in claim, bonus per cycle
- **Cycle Completion Days:** Time taken to complete cycles
- **Notification Status:** Whether SMS was sent successfully

# 7. Goal Achievement & Gamification

## How Goals Work

The goal achievement system rewards you with bonus amounts when you reach scan milestones. Your administrator sets your personal goal and bonus amount.

### Goal System Components:

- **Agent Goal:** Number of scans needed to complete one cycle (e.g., 50 scans)
- **Milestone Bonus:** Bonus amount in Taka earned per completed cycle (e.g., 500 Taka)
- **Cycles:** You can complete multiple cycles - bonuses accumulate!
- **Progress Bar:** Visual indicator showing progress within current cycle

## Progress Messages

### Working Toward Goal:

*"Cycle 1: You need 25 more scans to reach your goal of 50 to earn a 500.00 Taka bonus!"*

### Goal Achieved:

*"Congratulations! You completed 2 cycles! Your total 1000.00 Taka bonus has been added to your claimable amount. Claim it anytime - it will persist and accumulate with future achievements!"*

### No Goal Set:

*"No goal has been set."*

## Achievement Badges

When you complete goal cycles, you earn badges displayed in the "Your Achievements" section:



### Goal Achiever

Earned when completing at least one goal cycle

### Important Notes:

- Bonuses are calculated based on scans since your last claim
- Multiple cycles can be completed before claiming
- Bonus amounts are added to your Total Conversion Amount
- You'll receive an SMS notification when a goal cycle is completed
- Progress percentage shows your position within the current cycle

## 8. Geo-Protection System

### What is Geo-Protection?

Geo-protection (when enabled by your administrator) ensures that product scans are validated based on geographic location. This helps maintain territory boundaries and ensures fair distribution of commissions.

#### How It Works:

- **Registered Location:** Your codes are associated with a geographic location
- **Scan Radius:** A radius (in kilometers) is set for each agent
- **Validation:** When a customer scans a product, their location is checked
- **Commission Attribution:** Only scans within your radius count toward your commission

#### Location Mismatch:

If a scan occurs outside your designated radius, the customer may see a location mismatch message. The scan is still logged but may not count toward your commission depending on system settings.

#### Note for Agents:

Your registered location is determined from the first product scan in your assigned codes. The scan radius is configured by your administrator on the Agent Settings page. Contact your administrator if you believe your radius needs adjustment.

# 9. Product Scan Map

## Interactive Map View

The Product Scan Map provides a visual representation of where your products are being scanned. This helps you understand distribution patterns and identify areas of high or low activity.

### Map Features:

- **Pin Markers:** Each scan location is marked with a pin on the map
- **Popup Information:** Click a pin to see product name and scan date
- **Auto-Zoom:** Map automatically adjusts to show all scan locations
- **Date Filtering:** Map updates based on your selected date range

### Map Information Displayed:

- **Brand - Product Name:** Shown in popup on marker click
- **Scan Date:** Date when the product was scanned

### No Location Data?

If you see "No location data available for this period," it means either no scans occurred in the selected date range, or the scans did not include GPS coordinates (some customers may not share their location).

# 10. Frequently Asked Questions

## **Q: How often can I claim my commission?**

A: You can claim anytime when your Total Conversion Amount is greater than 0. There's no minimum threshold - you can claim as frequently as you like.

## **Q: What counts as a valid scan for my commission?**

A: Only the first scan of each unique QR code counts. Duplicate scans of the same code are logged but don't generate additional commission. If geo-protection is enabled, the scan must also occur within your designated radius.

## **Q: How is my reward calculated for each product?**

A: Each product has a specific "Agent Reward" value in Taka. Your reward = Number of first-time scans × Agent Reward per product. Products with different reward values are tracked separately.

## **Q: What happens to my bonus if I don't claim immediately?**

A: Bonuses accumulate and persist! You can complete multiple goal cycles before claiming. All accumulated bonuses will be included in your Total Conversion Amount and paid out when you claim.

## **Q: What if I don't receive my OTP?**

A: Wait for the 2-minute countdown timer to complete, then click "Resend Verification Code." Check your spam/blocked messages folder. Ensure you're using the correct registered mobile number with the correct country code.

## **Q: Can I see historical performance data?**

A: Yes! Use the date filter on your dashboard to select any date range. All KPIs, product performance, and the scan map will update to show data for that period. Leave dates empty to see all-time data.

## **Q: What information is shown in the Product Scan Map?**

A: The map shows markers for each scan location. Click a marker to see the Brand, Product Name, and Scan Date. The map updates based on your selected date range. If customers don't share their location, those scans won't appear on the map.

## **Q: How do goal cycles work?**

A: Your administrator sets a goal (e.g., 50 scans) and a bonus (e.g., 500 Taka). Every time you reach the goal, you complete one cycle and earn the bonus. Cycles continue counting - reach 100 scans and you've completed 2 cycles for 1000 Taka bonus!

**Q: What does "Total Cumulative Earned" mean?**

A: This is the sum of all amounts you've ever claimed. It's your lifetime earnings from the platform - useful for tracking your overall performance and growth.

**Q: Why is my claim button grayed out?**

A: The claim button is disabled (grayed out) when your Total Conversion Amount is 0.00 Taka. This happens either because you have no unclaimed scans or you've already claimed all available rewards.

**Q: Will I receive an SMS when I complete a goal?**

A: Yes, if goal achievement SMS is enabled by your administrator, you'll receive a congratulatory message when you complete a goal cycle with details about your bonus earned and progress.

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*End of Document — NutriQR Agent User Manual v2.0*

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