



Customer User Manual

Version 1.0

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For NutriQR Plugin Plus Customers

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1 Introduction

1.1 What is NutriQR?

NutriQR is a product verification and loyalty rewards system that allows you to:

- **Verify authentic products** by scanning QR codes
- **Earn loyalty points** with every first-time product scan
- **Achieve milestones** and unlock bonus rewards
- **Refer friends** and earn referral bonuses
- **Redeem points** for discounts (converted to Taka)

1.2 How It Works

1. **Scan** a QR code on your purchased product.
2. **Verify** your identity with OTP (One-Time Password).
3. **Earn** loyalty points for authentic product verification.
4. **Track** your progress toward goals and milestones.
5. **Claim** your accumulated points for discounts anytime.

2 Authentication Process

2.1 Authentication Flow

The NutriQR system uses a secure OTP-based verification process to ensure that only genuine customers can earn rewards.

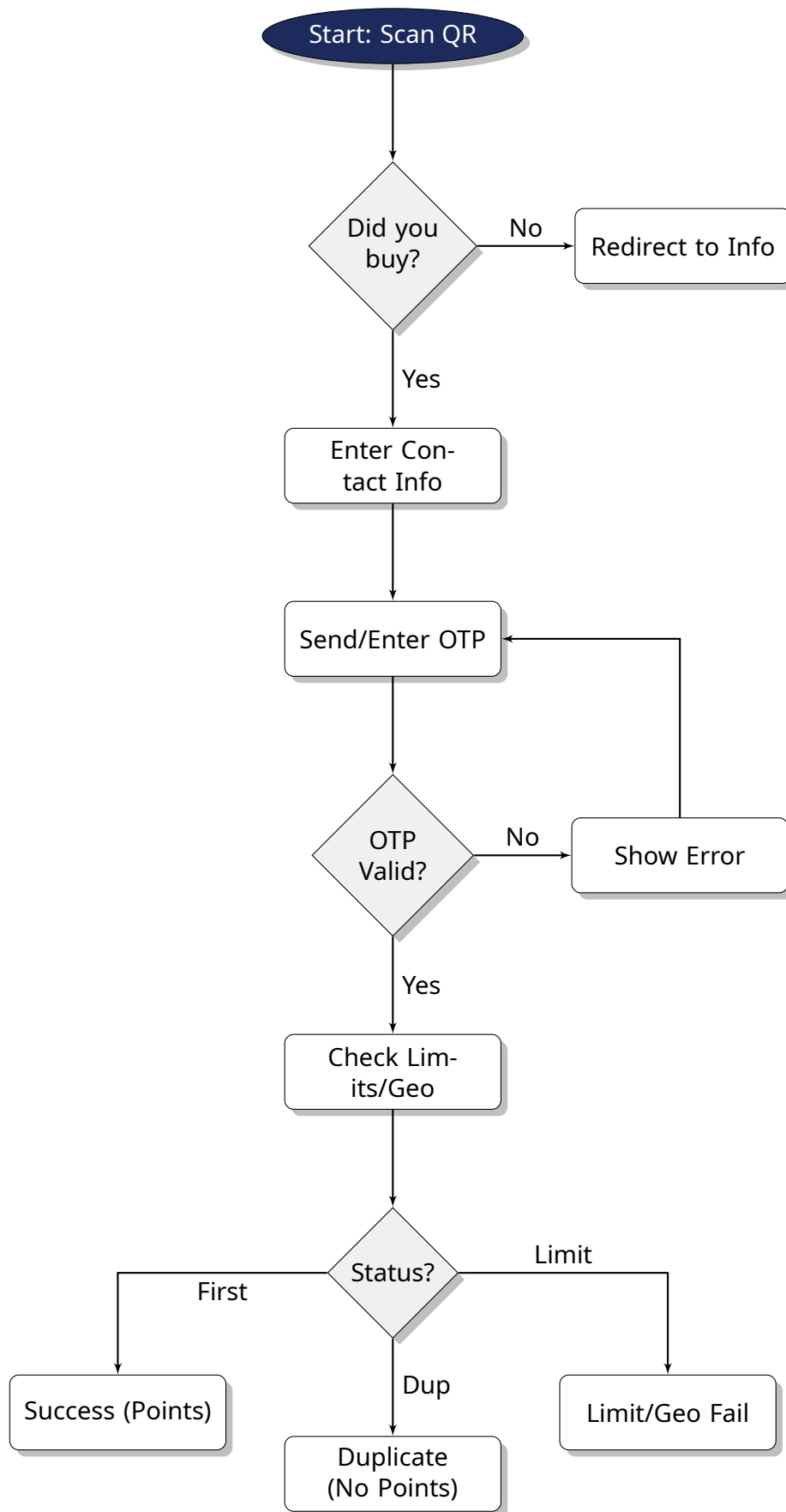


Figure 1: Authentication Logic Flow

2.2 Step-by-Step Authentication

Step 1: Purchase Question After scanning, confirm: **"Yes, I purchased it"** to verify, or "No" to view info only.

Step 2: Contact Information Enter Mobile Number (+88...) or Email. Optionally enter a **Referral Code** for bonus points.

Step 3: OTP Delivery A 6-digit code is sent (valid for 5 mins).

Step 4: OTP Verification Enter the code. Max 3 attempts.

Step 5: Account Creation New accounts are created automatically; points are awarded immediately.

3 Customer Dashboard Overview

To access: Visit the dashboard page, enter your mobile/email, and verify via OTP.

3.1 Key Components

- **Welcome Section:** Shows account name and status.
- **Points & Discount:**
 - *Total Points:* Accumulated loyalty + referral points.
 - *Available Discount:* Calculated as $(TotalPoints \times Rate) - Claimed$.
- **Statistics:** Total scans, favorite brand, and favorite product.
- **Achievements:** Badges for "First Scan", "Brand Loyalist", "Referral Pro", etc.
- **Loyalty Progress Bar:** Visual tracker for the next 1,000-point milestone.
- **Referral Hub:** Your unique code (e.g., ABC123), referral stats, and shareable messages.

4 Product Scanning Guide

4.1 Scanning Process

1. **Open Scanner:** Use phone camera or app.
2. **Follow Link:** Tap the notification.
3. **Verify:** Answer "Yes" to purchase question and enter contact info.
4. **OTP:** Enter the 6-digit code received via SMS.

4.2 Result Messages

- **SUCCESS:** First scan. Points awarded.
- **DUPLICATE:** Already verified. Shows original scan time. No points.
- **LIMIT REACHED:** Maximum scans exceeded. Code invalid.
- **LOCATION MISMATCH:** Product scanned outside allowed region (Geo-protection).

5 Goals & Achievement System

NutriQR features two parallel goal systems to maximize your rewards.

5.1 A. Loyalty Points Milestones

- **Target:** 1,000 points per cycle.
- **Bonus:** 500 extra points upon completion.
- **Reset:** Progress resets after each milestone achievement.

Example: If you have 2,500 points, you have completed 2 cycles (earning 1,000 bonus points) and are 50% through the 3rd cycle.

5.2 B. Referral Goals

- **Target:** 10 successful referrals per cycle.
- **Bonus:** 500 extra points upon completion.
- **Individual Reward:** 50 points per referral (for both you and the friend).

5.3 Maximizing Earnings

Strategy: Try to time your claims when you have hit *both* a loyalty milestone and a referral milestone to claim a massive combined discount.

6 Redemption & Claim Process

You can redeem points **anytime**.

6.1 The Formula

$$\text{Discount (Taka)} = \text{Total Points} \times \text{Conversion Rate}$$

(Default rate: 1 Point = 5 Taka)

6.2 Claim Process

1. Click "**Claim Your Discount**".
2. Review the summary (Scans + Bonuses + Referrals).
3. Click "**Confirm Claim**".
4. Receive SMS confirmation.

Note: After claiming, your progress bars reset to start new cycles relative to the claimed amount. Points never expire!

7 History & Logs

7.1 Scan History

Displays date, product name, brand, and result (Success/Duplicate). Includes a map view of where you scanned items.

7.2 Redemption History

A complete financial log of your claims. Expand any entry to see exactly how the discount was calculated (e.g., "100 points from products + 500 bonus = 3000 Taka").

8 Frequently Asked Questions

Q: Why didn't I receive an OTP?

A: Check spam folders or wait 2-3 minutes for network delays. Use "Resend Code" if needed.

Q: What if I scan the same product twice?

A: You will see a "Duplicate" message. Points are only awarded once per unique QR code.

Q: Can I use someone else's referral code?

A: Yes, but only on your **very first** product scan.

Q: Do points expire?

A: No. Points accumulate until you decide to redeem them.

9 Real-World Scenarios

Scenario: The Referral Master

Profile: Ahmed

1. Ahmed scans products (890 points).
2. He refers 10 friends ($10 \times 50 = 500$ points).
3. **Milestone Hit:** Reaching 10 referrals unlocks a **500 point bonus**.
4. **Total:** $890 + 500(\text{Referrals}) + 500(\text{Bonus}) = 1,890$ Points.
5. **Value:** $1,890 \times 5 = 9,450$ Taka.

Scenario: Family Network

The Rahman family (Father, Mother, Son) cross-refers each other. In 6 months, by combining individual scan points with referral bonuses across the group, they earned over **50,000 Taka** in discounts.