



# Customer User Manual

Version 1.0

Last Updated: December 2025

For NutriQR Plugin Plus Customers

# Table of Contents

1. Introduction
2. Authentication Process
3. Customer Dashboard Overview
4. Product Scanning Guide
5. Goals & Achievement System
6. Redemption & Claim Process
7. History & Logs
8. Frequently Asked Questions
9. Real-World Scenarios

# 1. Introduction

## 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)

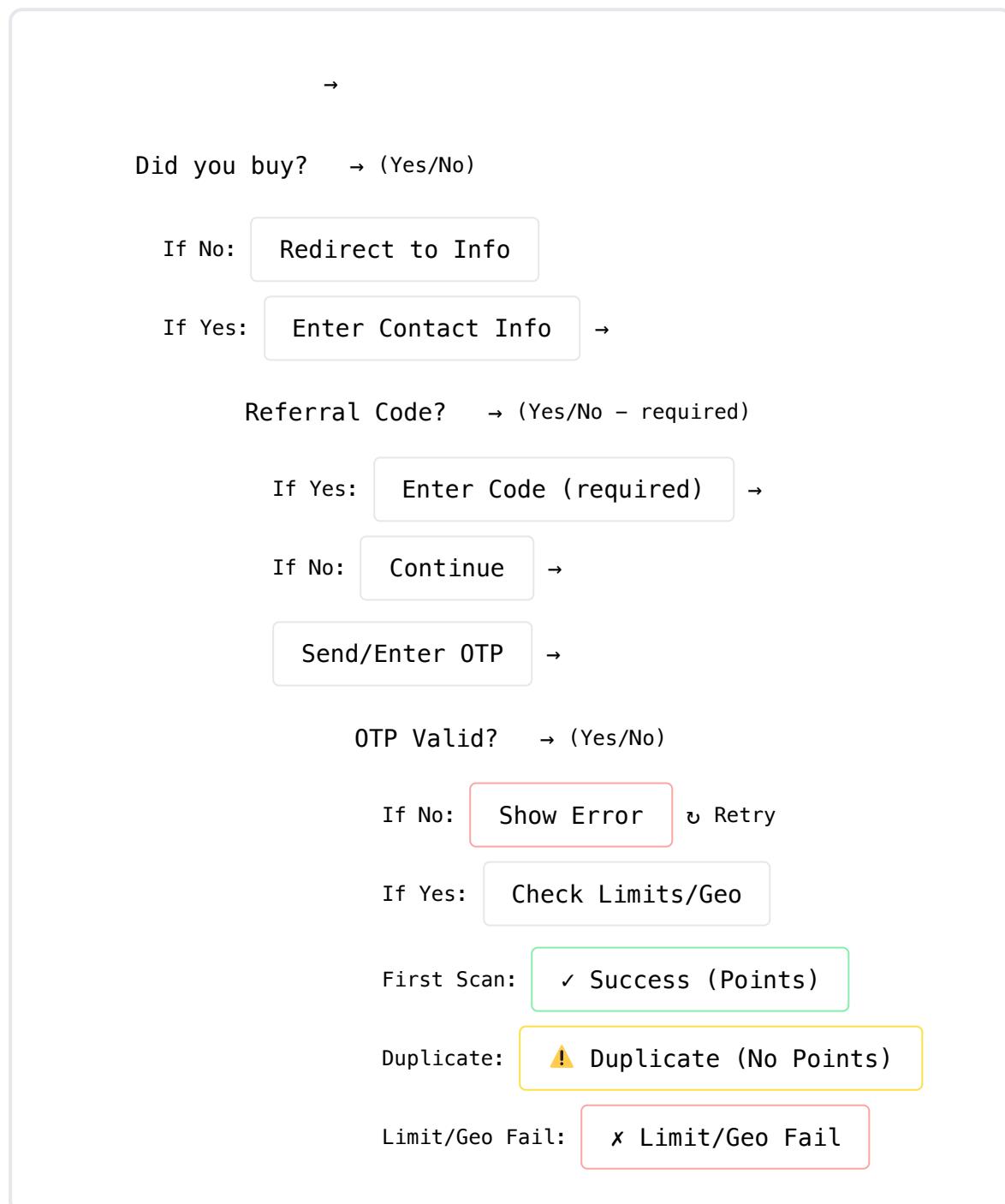
## How It Works

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

### Authentication Flow

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



### 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 your contact details to receive a verification code:

- **Mobile Number** (with country code, default: +88) **OR Email Address**
- **Do you have a Referral/Reference Code?** You must select **Yes** or **No** before proceeding.
- If **Yes** → Enter the referral/reference code (required to continue)
- If **No** → Leave the code blank and continue

## 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.

#### Key Components

**Welcome Section:** Shows account name and status.

**Points & Discount:**

- *Total Points:* Accumulated loyalty + referral points.
- *Available Discount:* Calculated as (Total Points × 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.

**Available Points Map:** Interactive map showing locations where you can earn points. Pin markers list the assignee name and address for each location. Shows brands and products available in each area.

## 4. Product Scanning Guide

### 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.

### 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.

### 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.*

### 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).

### 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**.

### The Formula

**Discount (Taka) = Total Points × Conversion Rate**

*(Default rate: 1 Point = 5 Taka)*

### 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

### Scan History

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

### 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:**  $890 + 500$  (Referrals) + 500 (Bonus) = 1,890 Points.
5. **Value:**  $1,890 \times 5 = \text{9,450 Taka}$ .

### 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.

*End of Document — NutriQR User Manual v1.0*

© 2025 Nutrica. All rights reserved.