



Customer User Manual

Version 1.0

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For NutriQR Plugin Plus Customers

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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)

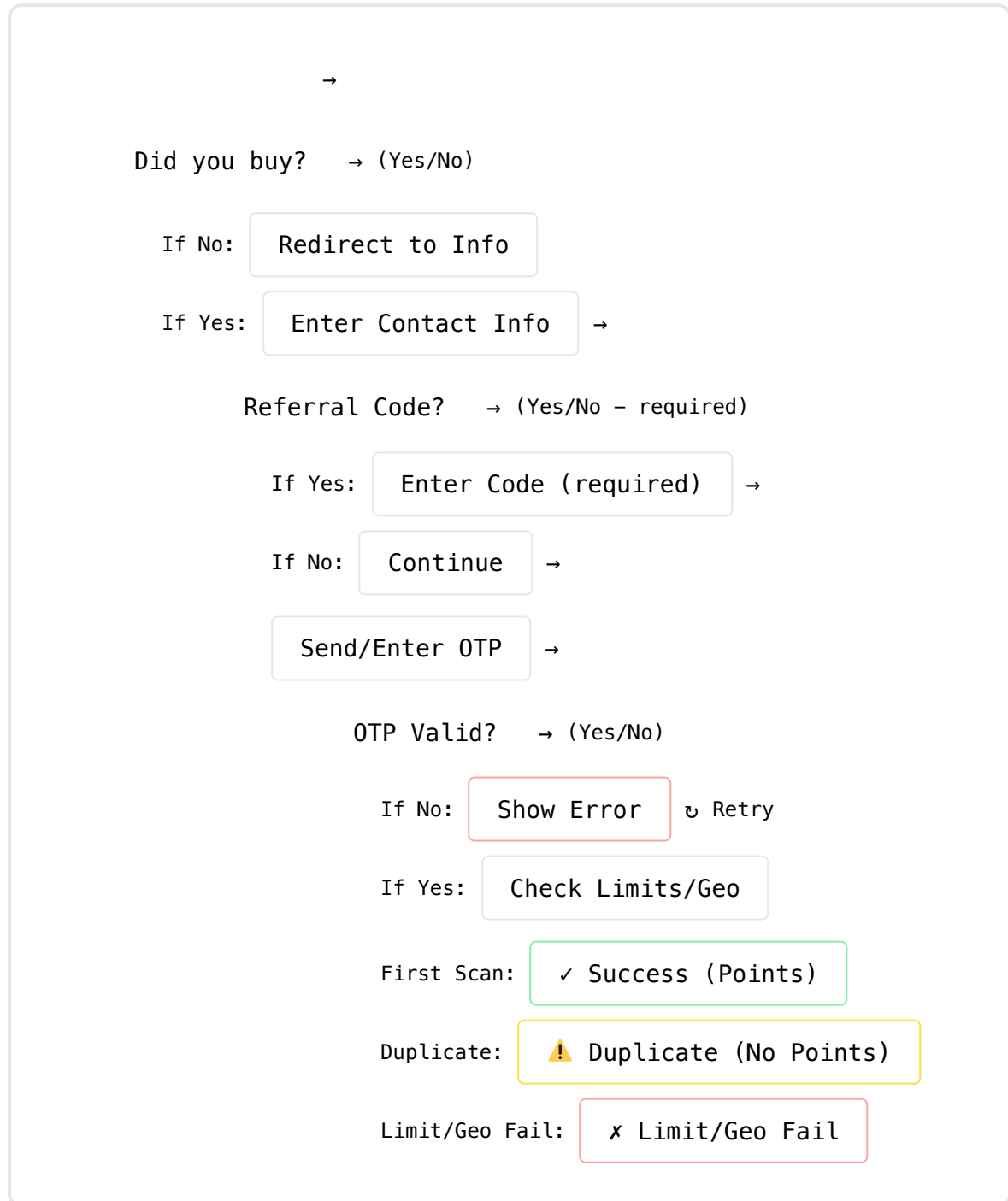
How It Works

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 $(\text{Total Points} \times \text{Rate}) - \text{Claimed}$.

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:** $1,890 \times 5 =$ **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.

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