

PhonoRange

Scratch & Win

User Manual

Campaign Portal: <https://scratch-win.phonorange.com/>

1. Overview

This campaign allows eligible customers to participate in a scratch-and-win promotion by verifying their mobile number and invoice details. After successful validation, the user receives a one-time password (OTP), accepts the campaign terms, and can scratch the digital reward card to reveal the result.

This project is designed for customer use on a website or campaign portal. It is intended to help users complete the reward flow quickly, securely, and without confusion.

2. Who Can Participate

Users may participate only if they:

- have purchased a **smartphone / mobile phone, laptop, or TV**; accessories and other product purchases are not eligible
- have an invoice dated between **1 October 2026 and 10 November 2026**, inclusive
- have a qualifying purchase total of at least **INR 12,000**
- have a valid mobile number linked to the smartphone / mobile phone, laptop, or TV purchase
- have a matching bill or invoice number
- agree to the terms and conditions

The invoice date and purchase total are checked against the billing record. If the purchase is not a smartphone / mobile phone, laptop, or TV purchase, the invoice date is outside the offer period, the purchase total is below INR 12,000, or the mobile number and invoice do not match, the system will reject the entry.

Important: The minimum purchase rule applies to each qualifying smartphone / mobile phone, laptop, or TV purchase. Multiple smaller purchases cannot be combined to reach INR 12,000.

3. Step-by-Step User Flow

Step 1: Enter the billed mobile number

1. Open the campaign website.
2. Enter the mobile number used for the purchase.
3. Click **Continue**.

The system checks whether the number is eligible for the promotion. It verifies that the mobile number is linked to a qualifying smartphone / mobile phone, laptop, or TV purchase of at least INR 12,000 and that the purchase is within the offer period (1 October 2026 – 10 November 2026).

If the number is valid, the next step opens automatically. If the number is not eligible, a message appears explaining the problem.

Step 2: Enter the bill or invoice number

1. Enter the invoice number shown on the purchase bill.
2. Make sure the invoice number matches the mobile number and purchase details.
3. Click **Verify invoice**.

The system validates the invoice against the customer record. If the details do not match, the user is asked to re-check the information.

Step 3: Read the terms and conditions

1. Review the campaign terms shown on the screen.
2. Tick the checkbox to confirm agreement.
3. Click **Agree & Continue**.

Only after accepting the terms can the user proceed to OTP verification.

Step 4: Verify the OTP

1. The app sends a six-digit OTP to the registered mobile number.
2. Enter the code received on the phone.
3. Click **Verify OTP**.

If the OTP is valid, the user moves to the reward stage. If the OTP is incorrect or expired, the user must request a fresh code or check the number again.

Step 5: Scratch the reward card

1. The reward card appears on the screen.
2. Scratch the covered area to reveal the result.
3. The result is then displayed to the user.

The result is either:

- a winning prize
- a non-winning result saying **Better Luck Next Time**

4. Important User Instructions

Keep these details ready

Before starting, keep the following information available:

- mobile number used for billing
- bill or invoice number
- phone with OTP access

Check all entries carefully

It is important to enter the mobile number and invoice number exactly as recorded. Wrong or incomplete entries may prevent participation.

Use a valid mobile number

The number should belong to the billed customer and be active for OTP delivery.

Accept the terms

The user must agree to the campaign rules before the OTP request is generated.

5. What Happens After the Result is Revealed

Once the result is shown:

- winners may receive a prize or reward confirmation
- non-winners are thanked for participation
- the system records the outcome securely
- SMS confirmation may follow if configured by the campaign

Prize distribution: All prizes will be distributed after 1 December 2026. Winners will be contacted for prize delivery or collection as per the campaign terms.

The system is designed to keep the reward process secure and easy to understand for the customer.

6. Error Messages and What They Mean

Below are common messages users may see:

“This mobile number is not eligible for this campaign.”

The number is not linked to a qualifying smartphone / mobile phone, laptop, or TV purchase, or the purchase does not meet the date or minimum-value rules.

“Invoice date is before the offer period” / “Invoice date is after the offer period.”

The invoice must be dated from 1 October 2026 through 10 November 2026.

“Only purchases of INR 12,000 or more are eligible for this offer.”

The qualifying smartphone / mobile phone, laptop, or TV purchase total is below the campaign minimum.

“This invoice does not match the mobile number.”

The bill number is incorrect or does not belong to the entered number.

“Enter the six-digit OTP sent to your mobile number.”

The code was not entered correctly.

“Unable to reach the verification service.”

The app could not connect to the campaign backend.

In case of an issue, users should confirm their internet connection and check that all details are entered correctly.

7. Support and Help

If the user is unable to complete the process, they should:

- re-check the entered mobile number
- confirm the invoice number is accurate
- ensure the OTP has not expired
- verify the phone is receiving SMS
- contact the campaign support team if the issue continues

8. Privacy and Security Notice

This system verifies customer identity and purchase records before allowing participation. It is designed to protect the user's information and ensure only valid entries are accepted.

Users should never share their OTP with anyone else. The OTP is for the user's own verification only.

9. Summary

The user journey is simple:

1. Enter mobile number
2. Enter invoice number
3. Accept terms
4. Verify OTP
5. Scratch the card
6. Reveal reward result

This project is built to offer a clean, transparent, and secure scratch-and-win experience for eligible customers.

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