fanswifi

Introducing

FansX

QR Acquisition & WhatsApp Loyalty

Turn Every Guest into Regular – No App Needed
Available through WhatsApp, Instagram, Facebook, WeChat, 小红书

About Us

fanswifi is a leading customer engagement platform founded in 2012. We provide a seamless experience for businesses to achieve their marketing objectives by promoting media engagement and distributing mobile marketing ads.

Originally specializing in Social WiFi Marketing to foster social media interaction, we have expanded our capabilities to include **FansX**—our new hardware-free, WhatsApp-first acquisition solution. Our platform provides valuable data analytics to help businesses optimize their marketing strategies and make informed decisions. With the combined power of FansWiFi and FansX, businesses can boost customer engagement, loyalty, and revenue, and we strive to meet the unique needs of each business.

Long-Term Customers

- **Hong Kong Government, LVMH Fashion Group**, Kenzo, Celine, Givenchy, Agnes b Café, Madame Tussaud Museum, Mercedes me...etc.

12+ Years of Evolution: From WiFi to WhatsApp

- **The Foundation (FansWiFi)**: Pioneered Social WiFi Marketing with a Telco-Ready platform that transforms mall WiFi from a cost center into a revenue generator.
- **The Evolution (FansX)**: Leveraged this data expertise to build a hardware-free, WhatsApp-first solution. FansX captures verified customers instantly via QR scan, delivering enterprise-grade retention with zero installation.

Long-Term Partners & Supported Platforms

- **PCCW, HKT, China Mobile Hong Kong**
- Global WiFi Router Brands: Ruckus Wireless, Cisco Meraki, Aerohive, Aruba Networks, Ruijie Networks, Peplink/Pepwave...etc.

Multiple Awards Winner
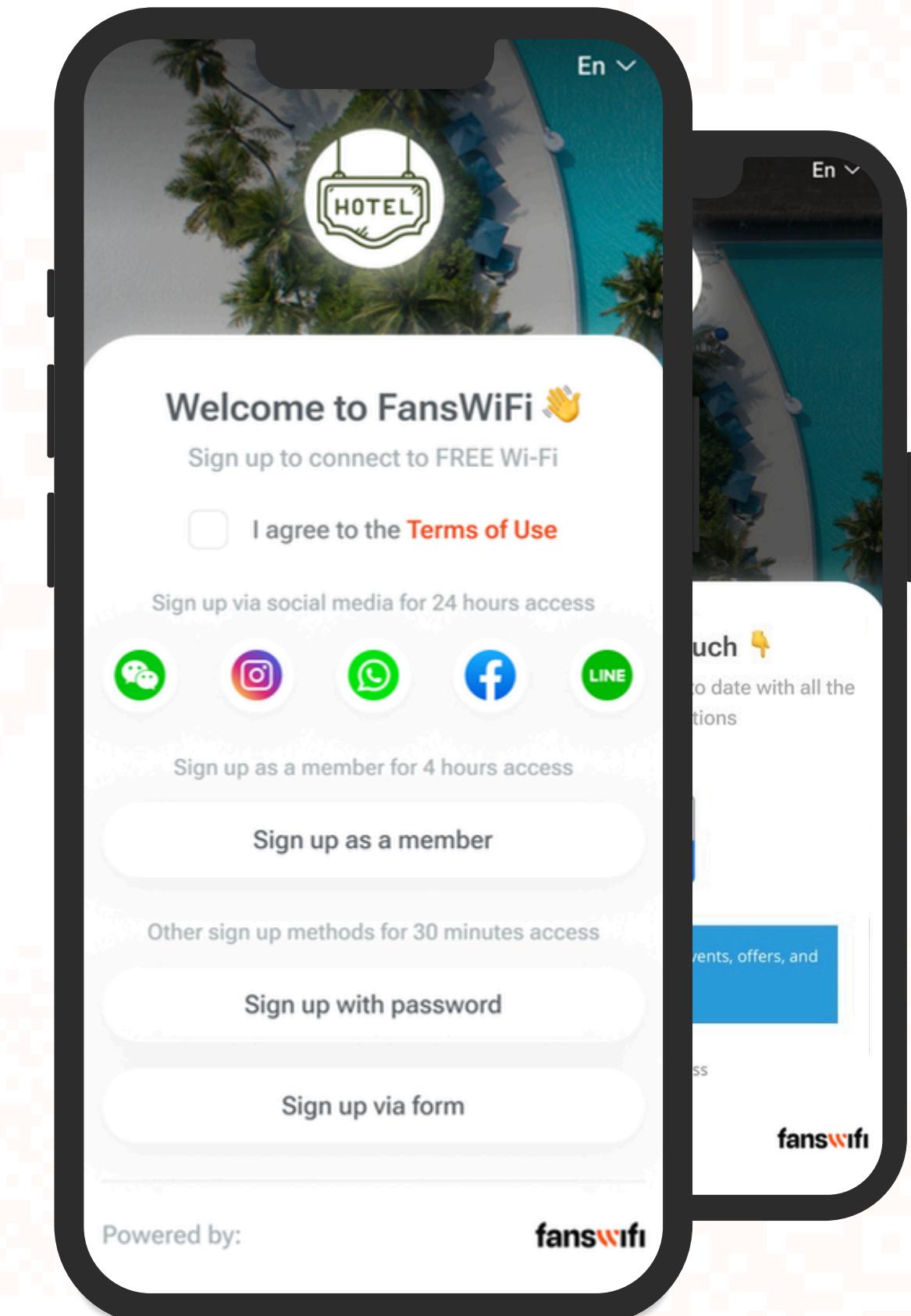
Introducing

FansX QR Acquisition & WhatsApp Loyalty

FansX converts walk-ins into verified WhatsApp contacts / Social Media followers, then drives repeat visits with coupons and points — all managed in one admin website

Two Products, One Goal

Coupon Acquisition System: Capture verified WhatsApp members and deliver coupons automatically

WhatsApp Membership & Points System: Automate points system with receipt photos in WhatsApp

One Admin Website: Manage templates, rules, branches, and reporting in one place

Own Your Customer List
Collect Contacts for Future Re-Marketing Purposes

Increase Repeat Visits
Offer Welcome Offers & Loyalty Promotions for anything, at any time

Targeted Promotions
Fill Off-Peak Periods with Targeted Promotions, Customize Marketing Message

![fanswifi logo]

Why businesses struggle to turn walk-ins into owned customers
The Pain of Traditional Member Acquisition

If you can't reach customers after they leave, you can't bring them back
FansX helps you capture verified contacts instantly and turn visits into repeat business

Customers pay and leave without a trace. You have no way to bring them back.

Algorithms limit your organic reach. Even your followers miss your promotions.

Customers refuse to download apps for a single store. Friction kills conversion.

Manual data entry creates queues and burdens staff during peak hours.
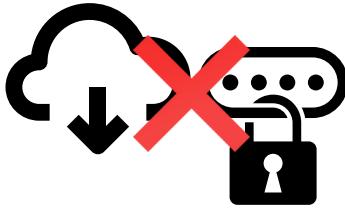
FansX Coupon Acquisition Solution:

Turn anonymous walk-ins into an owned, remarketable customer list in seconds - through fast, familiar action.
Zero Risks: Pay only when you Acquire a Verified Member

**Eliminate friction, Speed up operations, No more "downloading" at the counter**

Traditional Loyalty vs. FansX WhatsApp Loyalty

Traditional App / Loyalty Card System (The Pain)	FansX WhatsApp Loyalty (The Benefit)
Customers must download an app, register, and remember passwords. High drop-off rate.	Uses the app everyone already has. No download, instant usage.
Identification must happen before closing the bill, causing long queues during peak hours.	Customers scan receipts at their table or at home. Zero impact on checkout speed.
Staff must ask for phone numbers or stamp member cards manually.	Automated AI receipt scanning. No staff involvement required.

Zero Downloads. 100% Efficiency. Fully Automated

Our Features
What FansX Solution Offers
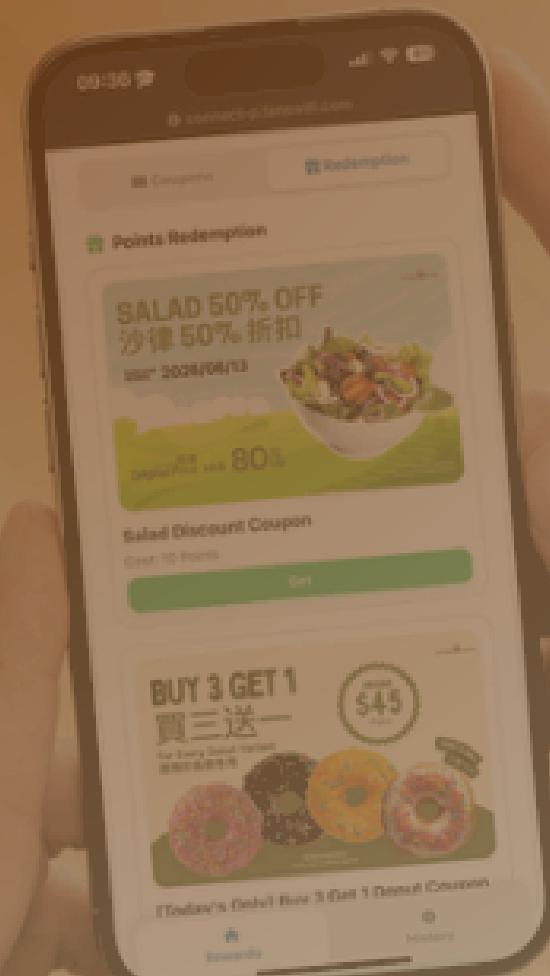
FansX Coupon Acquisition

Verified member capture
Customers self-scan and connect in WhatsApp / Instagram

Low staff workload
Eliminate extra work during peak hours

Promotion control
One-time redemption validation & fraud prevention

Multi-branch tracking
Claims & redemptions by outlet

FansX WhatsApp Loyalty

No Extra App
Runs entirely on WhatsApp

Receipt-to-points
Customer send receipt photo within 24 hours

Fraud protection
AI validation + duplicate blocking

Auto points ledger
Automate Point Updates and Redemption Records

FansX Entire EcoSystem

One portal
Manage coupons + points for all branches

Template editor
Welcome & promotional coupons editable

Rule settings
Duration, schedule, claim limits

Reports & exports
Analytics ready for review

User Registration Flow: FansX Coupon Acquisition System
How FansX Coupon - WhatsApp Member Acqusition Works

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Step 1
User scans the QR code on poster

Provides welcoming coupon for first-time login

In-Store

Step 2
Registration Page

User chooses "WhatsApp" for redemption (Available Social Media / Registration Method is configurable)

FansX QR Portal
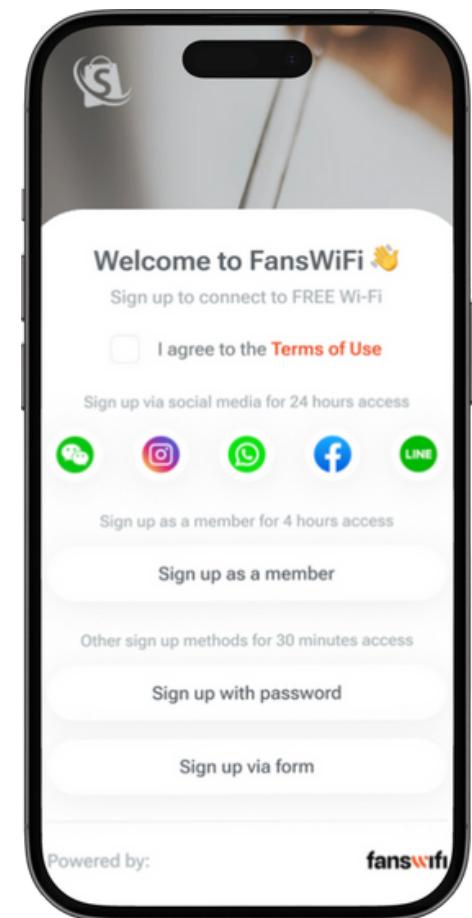
Step 3
Send Welcome Offer to new Member (e.g. Free Side Dish)

or

Step 3.1
Send Coupon pack that requires an extra purchase to <u>drive sales</u>
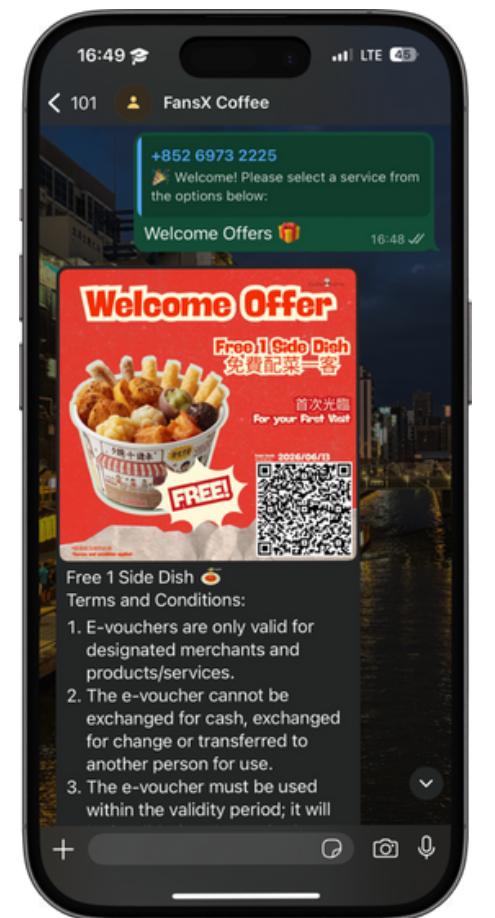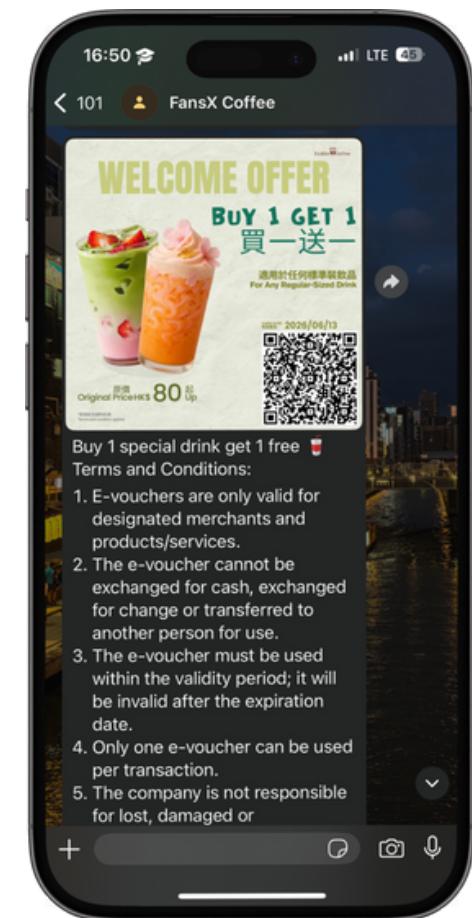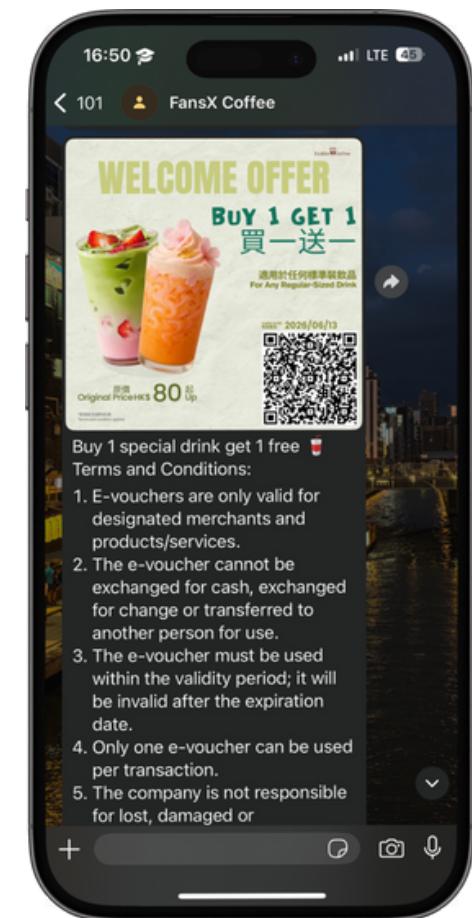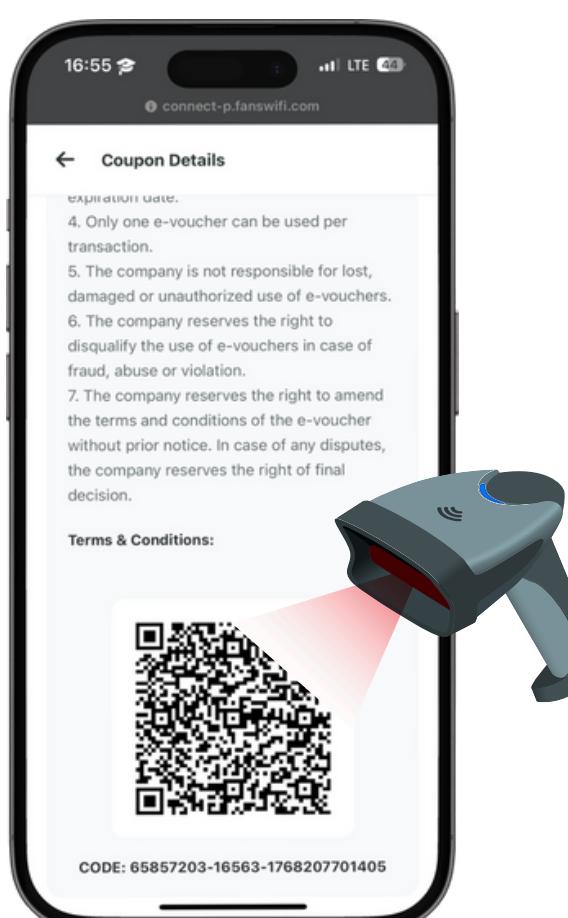
A set of welcome coupon pack will be sent via WhatsApp API directly, Business obtains customer's WhatsApp Mobile Number and a WARM Re-Marketing Channel

User sends WhatsApp Message to Business's WhatsApp Number and Get Coupon Immediately

Step 5
Scanning the code

Customer show the QR Code to Staff

Merchant POS/ Any Mobile Device

User Registration Flow: FansX Coupon Acquisition System

How FansX Coupon — Instagram Member Acqusition Works

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Step 1
User scans the QR code on poster

Provides welcoming coupon for first-time login

In-Store

Step 2
Registration Page
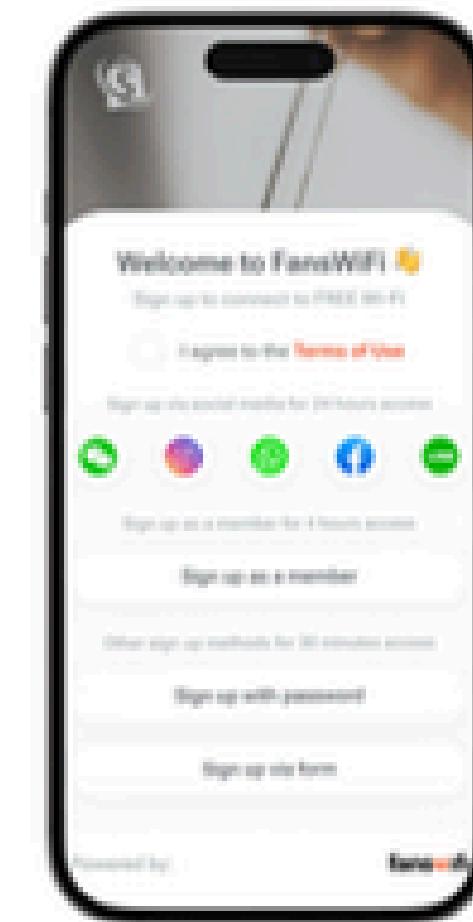
User chooses "Instagram" for redemption (Available Social Media / Registration Method is configurable)

FansX QR Portal

### Step 3
Authenticate New Member when they followed

and

A set of welcome coupon pack will be sent via Instagram Messaging API directly. Business obtains customer's as an Instagram Follower, business will able to deliver Instagram Post to visitor in future for FREE

User follows and sends a Special Code to business's Instagram Account and get Coupon Immediately

### Step 3.1
Send Coupon when Customer messages the special codes
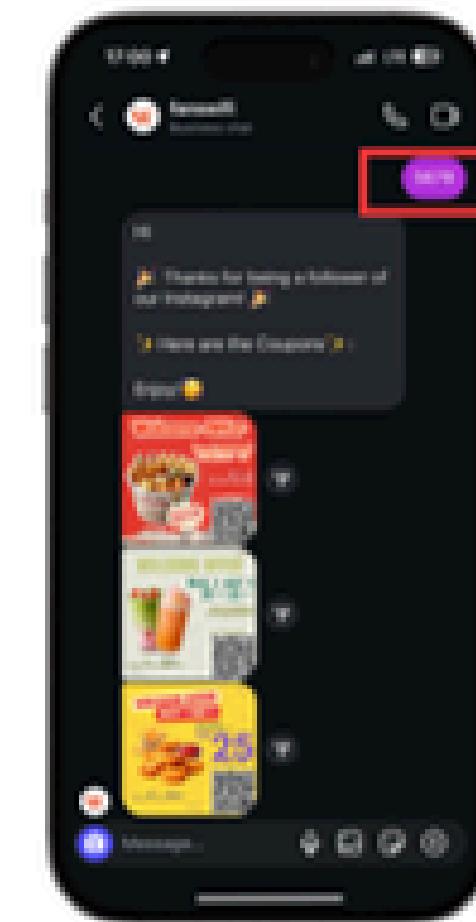
Step 5
Scanning the code

Customer show the QR Code to Staff

Merchant POS/ Any Mobile Device

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Coupon Redemption Flow: FansX Coupon Acquisition System
How FansX Verify Coupon Eligibility

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Through Merchant's Phone
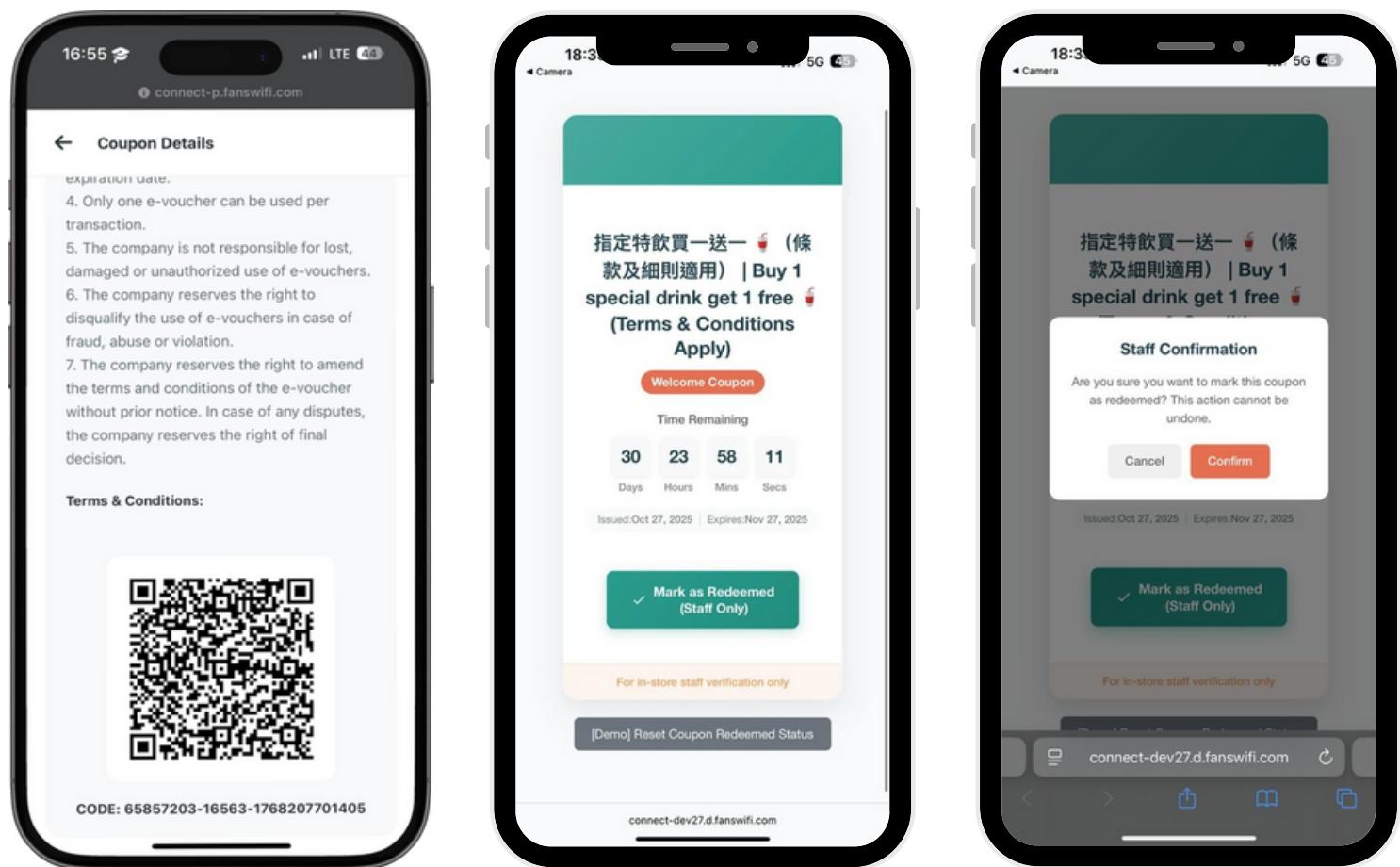
Step 1
Customer shows the coupon to the staff

Step 2
After Scanning, Staff will see this interface

Step 3
Staff confirm the redemption

Step 4
Coupon is marked as "Redeemed" and can't be re-used

Customer's Phone

Merchant's Phone

Through Merchant's POS System

Redemption Successful!

Type: 10%OFF

Time: 2024-10-30 13:00:00

Confirm

Back
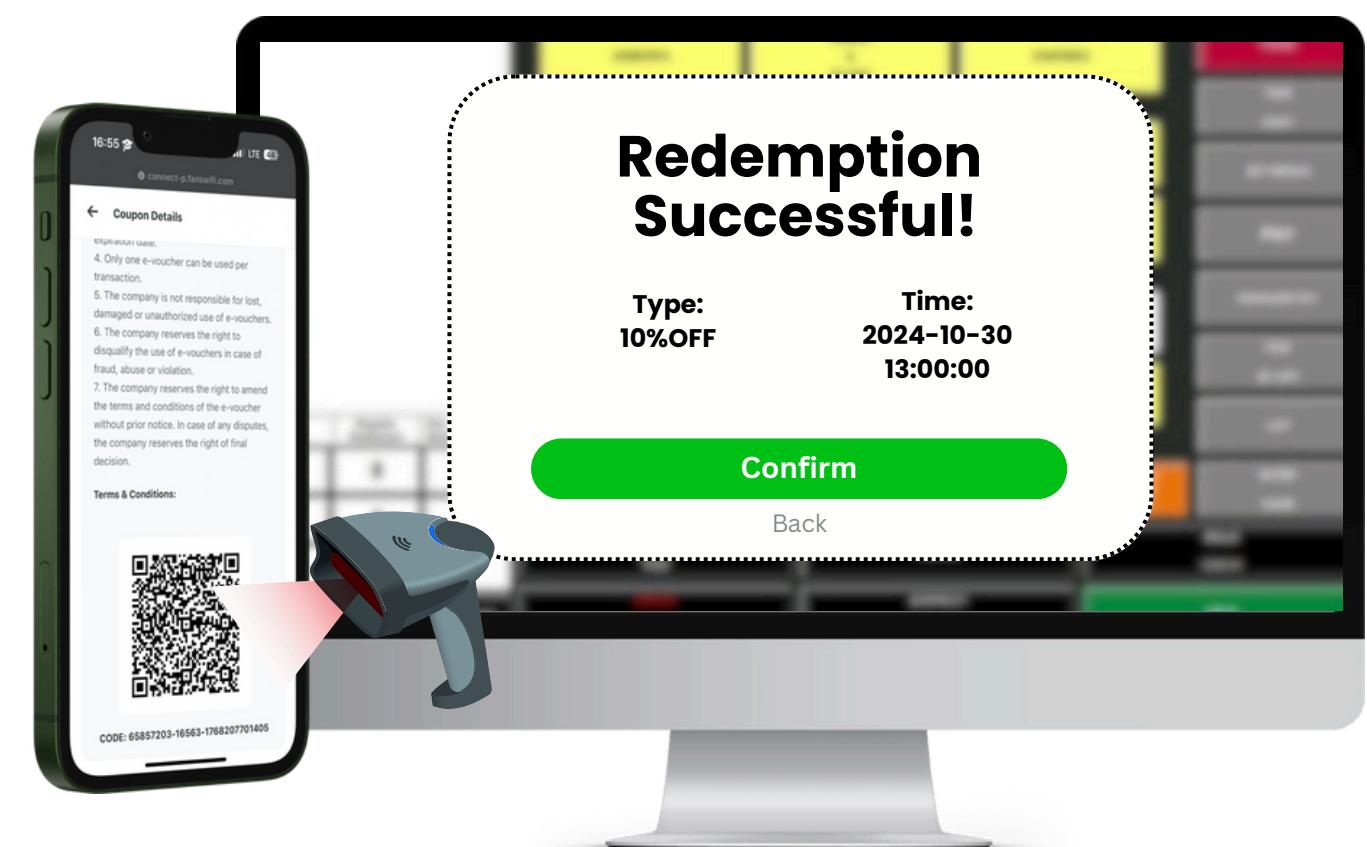
Step 4
Coupon is marked as "Redeemed" and can't be re-used

Merchant's POS System

User Loyalty Flow: FansX WhatsApp Membership & Point System
How FansX Loyalty - AI Powered Receipt Scanning Works

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Step 1
Receipt Photo

Step 2
Send Picture

Step 3
AI Processing

Step 4
Confirm Points Added

Step 5
Points Updated

Customer takes a photo of their receipt
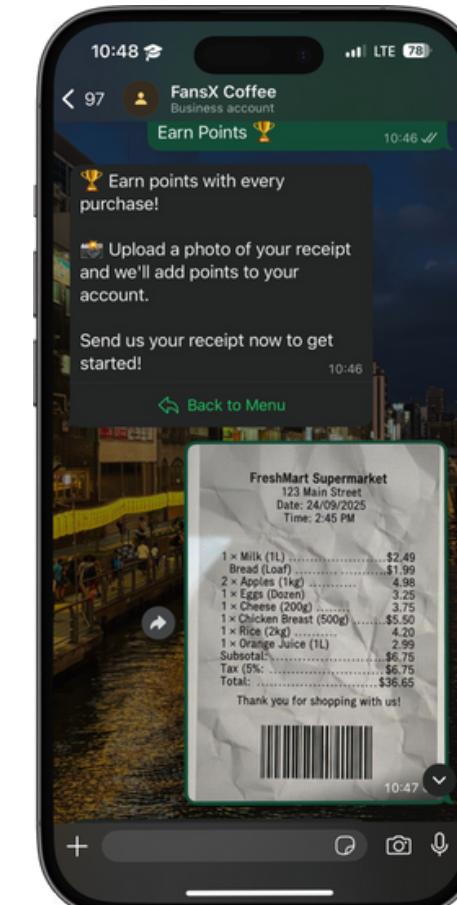
Customer sends their receipt photo to Business' WhatsApp Number
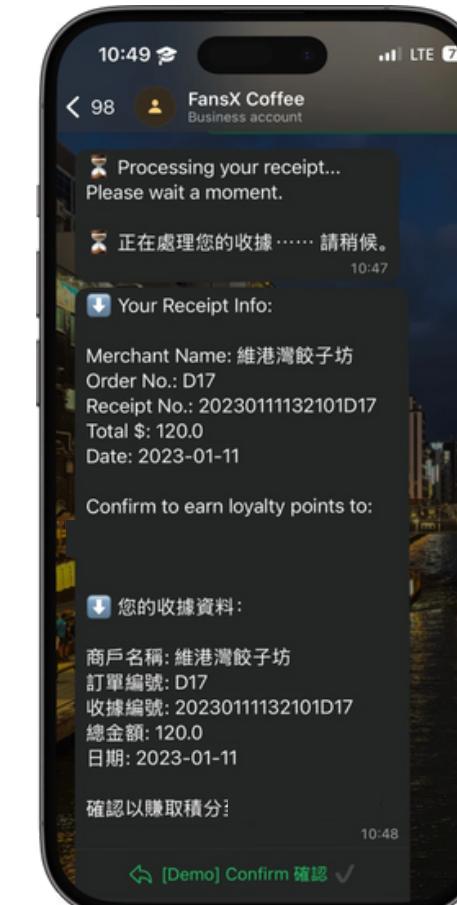
Our AI System will Read the Receipt and Extract the Information (99% Accuracy, Anti-Fraud Protection)

Review and Confirm once the details are correct
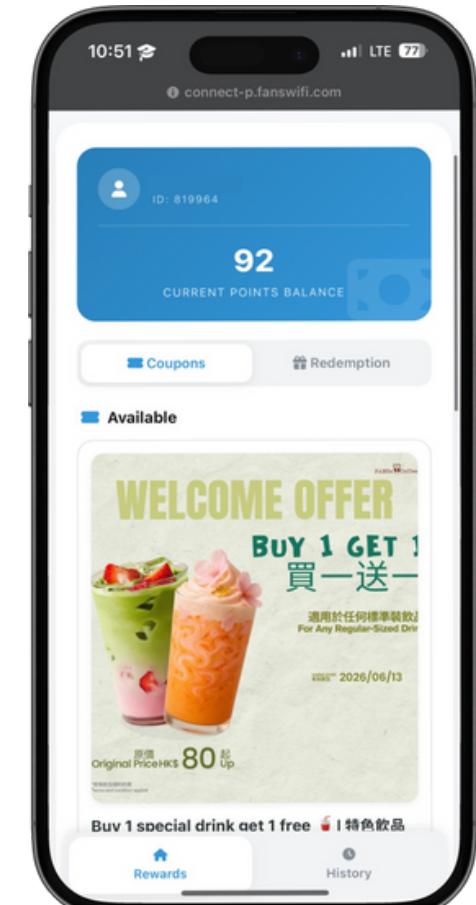
The membership page will show the updated points status directly after confirmation

**Anywhere, Within 24-hours, Customer's Phone
No App Needed, No Mandatory POS Integration**

User Loyalty Flow: FansX WhatsApp Membership & Point System
## How FansX Loyalty - WhatsApp Member Card Looks

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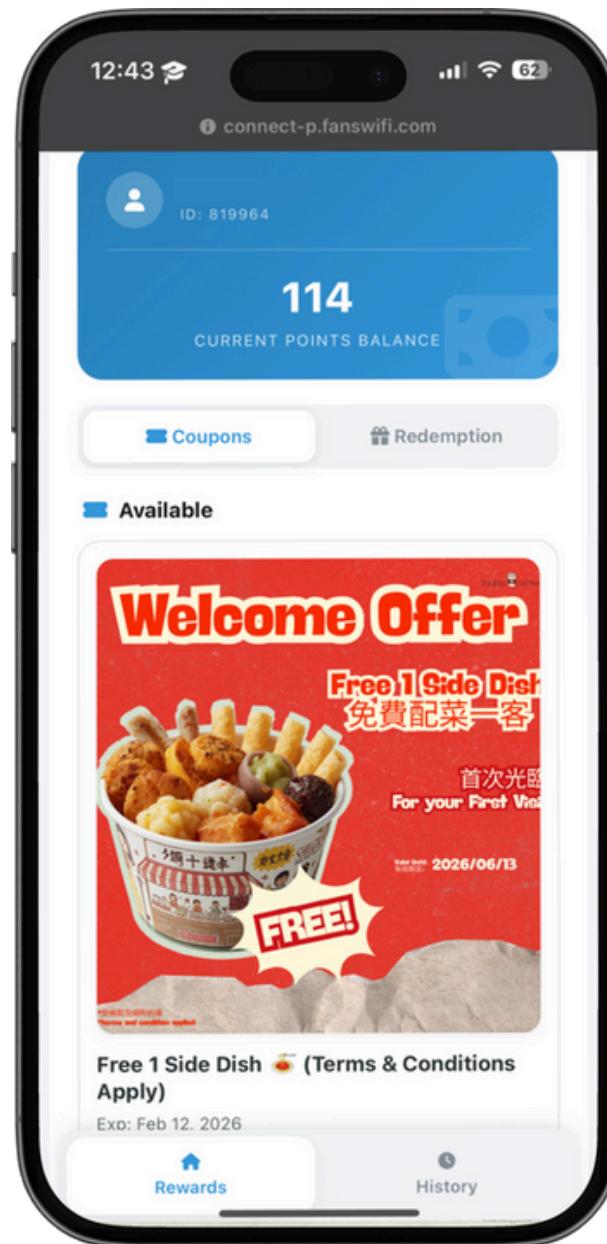
Redeemed Coupon

Member see what Coupons they have and can use now
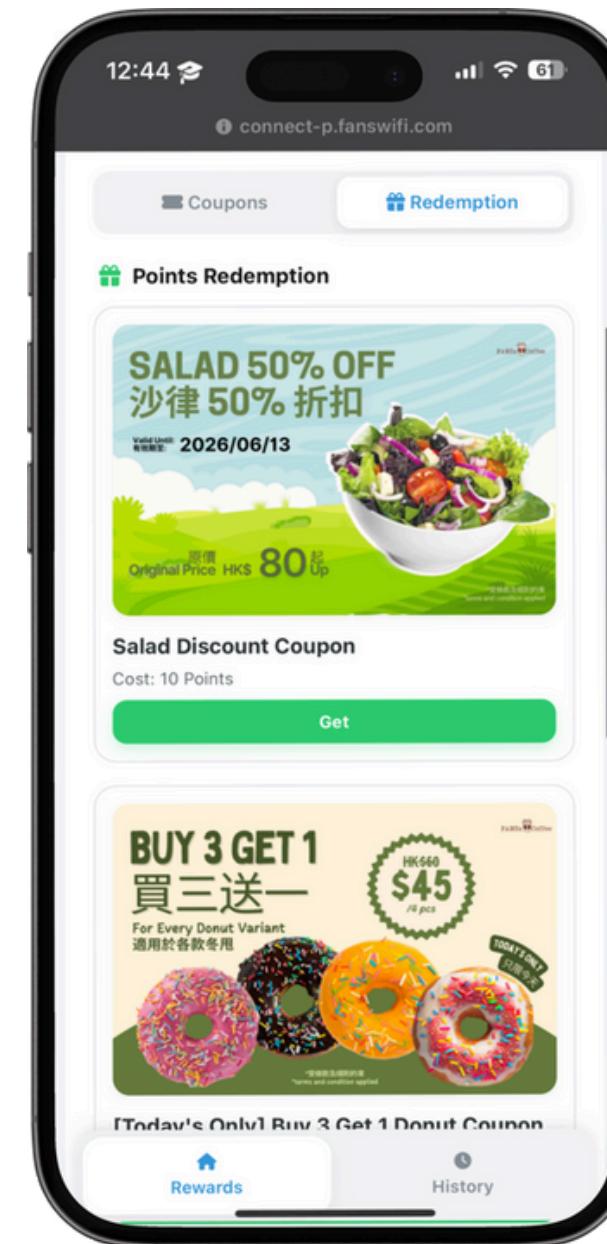
Coupon to Redeem

Member see what Coupons they can redeem
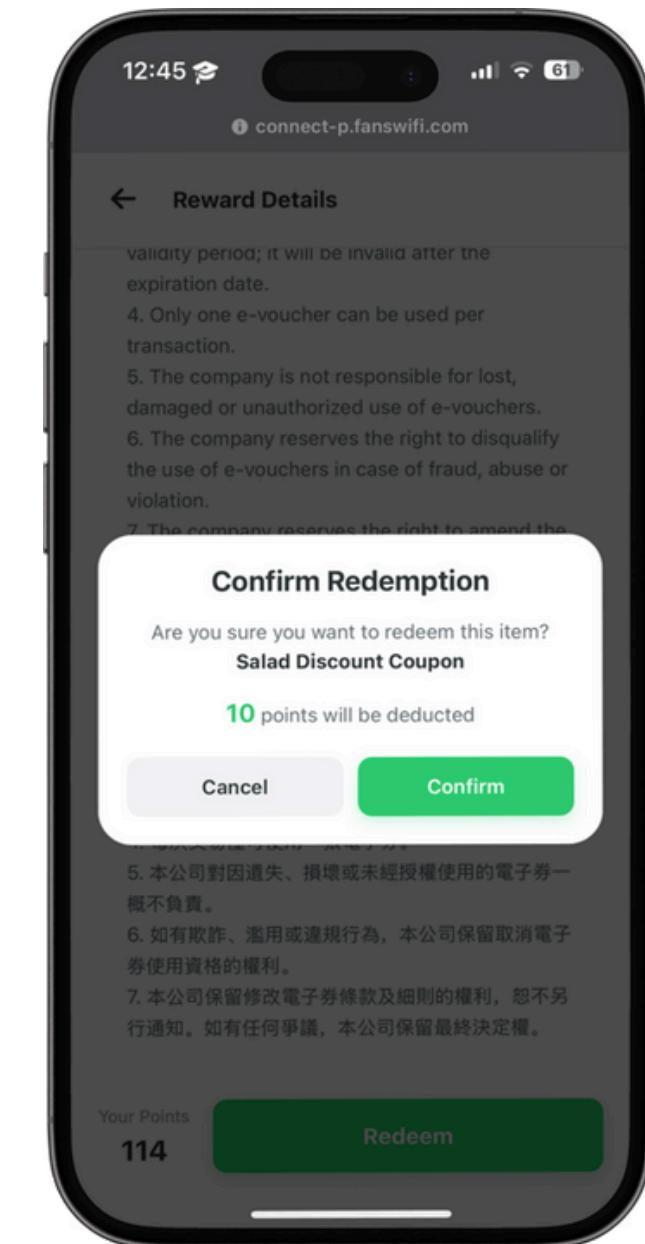
Redemption Confirmation

Confirmation page for Member to confirm their redemption
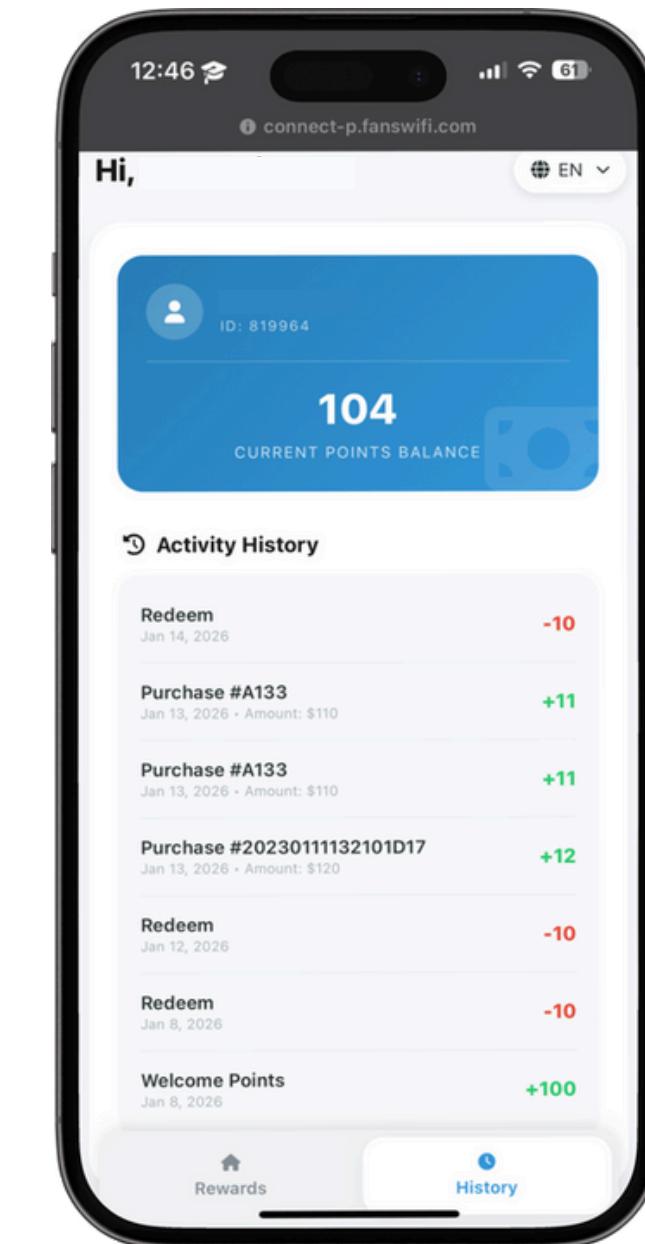
Point Status Details

Member see their point's activity

Manage Coupons + Points for All Branches - through one portal
How FansX - Admin Website Operates
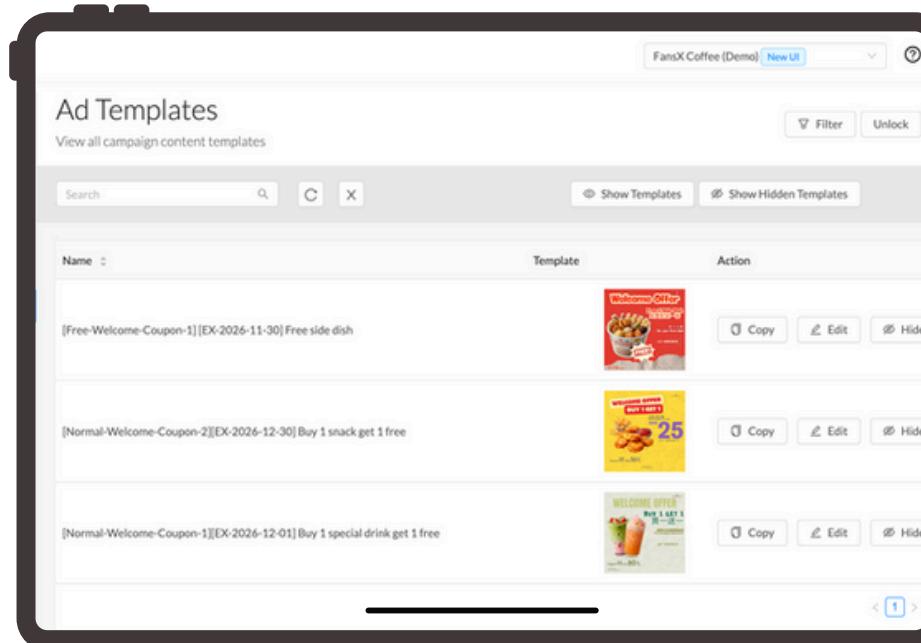
Ads Template Editor

Edit Welcome Coupon + Promo Coupon Templates

Reporting & Export

Track Performance and Download Data Anytime
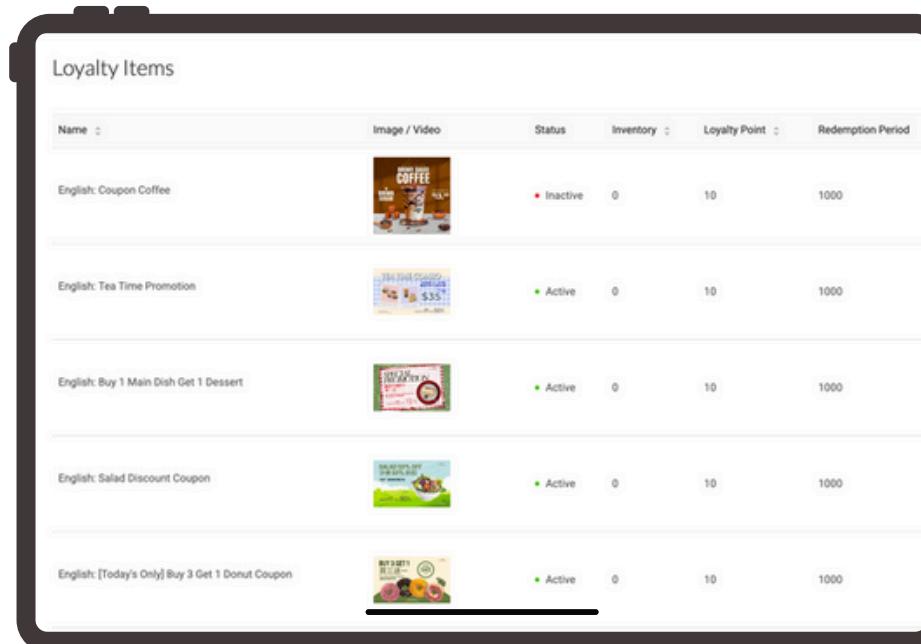
Campaign Rules

Set Duration, Schedule, Claim Limits per User
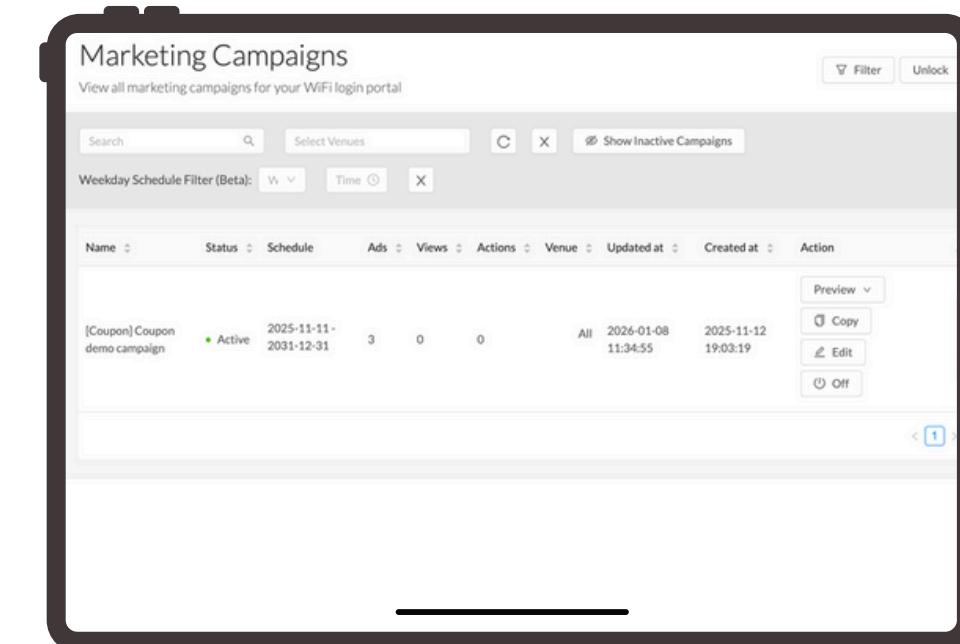
Multiple Branch Management

Easily Enable/Disable Campaign

Drive Sales & Retain Customer
Welcome Coupons vs Promotional Coupon

Item	Welcome Coupon (Acquisition)	Promotional Coupon (Re-Marketing)
Primary Goals	Convert first visits into verified contacts	Drive repeat visits and fill slow periods
Target	New / first-time customers	Existing members / past customers
Incentive Type	One-time welcome incentive	Time-bound promotional offer
Best Used For	New shop launches, first-visit conversion	Weekday lunch, off-peak boosts, seasonal promos, member-only deals

Need design support?

Choose from our ready-to-use, configurable templates

Welcome Coupons

Promotional Coupons

Simple setup, Minimal operational disruption

FansX - Go Live in 72 Hours, Try it Out

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1 Submit Info
Social Media/WhatsApp Number, Coupon/Point Rules, Business Information

2 We Configure
We handle all the Technical Integration & tailoring it to your unique business' information

3 Finalize & Print
Approve our settings on messages/coupons, Print QR Materials

4 Launch
Place QR Materials in store, start acquiring members and maintain loyalty system

Try Out FansX

Scan QR Code / Click Link

Experience a Seamless Process from Customer On-Boarding to Loyalty Management

Click Here

Total Budget Control: Prepaid & Pay-for-Results
Guaranteed ROI: Pay when you GET THE RESULT

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Category	Feature Name	Starter	Growth (Save 25%)	Business (Save 37.5%) ⭐ Most Valuable	Enterprise (Save 50%)	Max (Save 60%)
Prepaid Credit Credit is valid for 18 months		HK$3,000	HK$6,000	HK$10,000	HK$20,000	HK$40,000
PHASE 1: ACQUISITION						
👤 **New Verified Member** (One-time fee per new profile via WhastApp/Social Media)		HK$2.0	HK$1.50	HK$1.25	HK$1.00	HK$0.80
PHASE 2: LOYALTY & VISITS						
Loyalty Action (Per Receipt Scan or Point / Coupon Redeem)		HK$0.25	HK$0.18	HK$0.16	HK$0.12	HK$0.10
PHASE 3: RE-MARKETING (BLASTS / AUTOMATION)						
📣 **FansX System Fee** (Per blasted or automated message)		HK$0.25	HK$0.18	HK$0.16	HK$0.12	HK$0.10
➕ **WhatsApp Business API** (Per WhatsApp Message, pay Directly to Meta / WhatsApp)		HK$0 - Immediate Trigger (< 24 Hrs) (e.g., Immediate Coupon after Receipt Scan) ~HK$0.57 - Marketing Blast (> 24 Hrs) (e.g., Monthly Newsletter) ~HK$0.09: - Utility Notification (> 24 Hrs) (e.g. Status Update / Order Reminder)				

💡 **Real-World Examples:** What does a customer visit actually cost? (Starter Pricing)

The First-Time Walk-In
- Join WhatsApp or follow Instagram
- Redeem welcome coupon

Total Cost: HK$2.00
(HK$2.00 New Customer / Follower Acquisition)

The Loyal Regular
- Customers scan receipts to collect points
- System auto-sends coupons to drive return visits

Total Cost: HK$0.50
(HK$0.25 Receipt Scan + HK$0.25 Automated Send)

Rainy Day Blast to 100 Members
- Send a "Rainy Day Offer" to 100 members
- 30 members redeemed the coupon

Total Cost: HK$139
(100 x (HK$0.25 System Fee + HK$0.57 Meta Marketing Fee) + 30 x HK$0.25 (Redemption)

FANSWIFI'S
Partners & Client

Awarded & Trusted

Frequently Asked Questions

Q: How is this different from a simple QR code I can make myself?
A: Our system integrates with WhatsApp/Instagram APIs to automatically deliver coupons, track redemptions, and build your remarketing database. A basic QR code can't do any of this.

Q: What counts as a "New Verified Member" charge?
A: If the same customer connects through two different channels (e.g., WhatsApp + Instagram), it is treated as two separate acquisitions and charged separately.

Q: What can the Business Control?
A: Campaign schedule/duration, Claim limits per user, Coupon availability for all branches / selected branches, Target Contact for Promotions.

Q: How to prevent customers from Sending the Coupon to Others?
A: One-time coupons are tied to individual WhatsApp/Instagram accounts. Once redeemed, they can't be used again. Reusable coupons can be configured per your preference.

Q: What if I cancel after the expiration date of my credits?
A: No contracts. No cancellation fees. If you stop using FansX, you simply stop topping up. You still keep all the members' contacts you've acquired.

Get in touch with US!

Thank you for your consideration, and we hope to hear from you soon.

If you have any questions, please do not hesitate to contact us.

Contact us: +852 9521 7770

Website: www.fanswifi.com

Email: sales@fanswifi.com

Book a Demo
Scan this QR code / Click Link Below and Contact Us through WhatsApp

https://bit.ly/fansx-2025-contact