

# Save n Bite

## User Manual

**Version 2**  
**20 August 2025**

**Client:**

Gendac

**Members:**

- **Sabrina-Gabriel Freeman**
- **Capleton Chapfika**
- **Chisom Emekpo**
- **Marco Geral**
- **Vane' Abrams**



## Table of Contents

1. Introduction
2. Getting Started Checklists:  
Food Providers  
Customers  
NGO Guide
3. Food Provider Guide
4. Customer Guide

5. NGO Guide

6. General Features

7. Trouble Shooting & FAQ

8. Contact & Support

## 1. Introduction

Save n Bite is a digital platform that reduces food waste by connecting food providers (restaurants, grocery stores) with individuals and non profit organizations in need.

It enables businesses to list surplus food for sale at discounted rates or for donation, facilitating redistribution through smart logistics and waste reduction insights.

### Key Benefits:

- For Food Providers: Reduce waste, generate revenue from surplus, and contribute to sustainability.
- For Customers: Purchase quality food at discounted prices while supporting sustainability.
- For NGOs: Access food donations to support communities and causes.

### User Types:

- Food Providers: Restaurants, hotels, grocery stores, and other food outlets.
- Customers: Individuals seeking affordable meals.
- NGOs: Verified non-profit organisations and food banks.

## 2. Getting Started Checklists

### **Food Providers:**

1. Complete business registration with required documents.
2. Wait for account verification (2–5 business days).
3. Set up business profile with logo, banner and description.
4. Create your first food listing with detailed information.
5. Set up pickup time slots and location details.
6. Respond to customer/organisation requests promptly.

**Customers:**

1. Complete individual registration.
2. Set up profile with preferences and notification settings.
3. Browse available food items.
4. Make your first purchase and complete pickup process.
5. Rate provider and food quality.
6. Follow favourite providers for regular notifications.

**Charity-Organisations\*:**

1. Complete NGO registration with relevant NPO documentation.
2. Wait for account verification (2–5 business days).
3. Set up organisation profile details.
4. Browse available donation items or available on sale food item.
5. Submit your first donation request if you choose a donation item or make your first purchase for on sale items.
6. Coordinate pickup logistics with your team.
7. Rate and review the provider and food item.
8. Track impact metrics and update your dashboard.

\*Charity-Organisations refer to any not-for-profit organisation or business that is focused on improving the well being of its community. Examples include (human or animal) shelters, charities, public schools or libraries and, religious institutions.

## 3.Food Provider Guide

### 3.1 Registration

#### Step 1 – Create Your Account:

- Navigate to the Save n Bite website.
- Click Register as Food Provider.
- Fill in business details.
- “Email Address” is the login address.
- “Business Email” is the contact address
- Upload CIPC registration document (required).
- Upload business logo (optional).
- Upload business banner(optional).



## Welcome To Save n Bite

Create an account to start your journey with us.

I want to sign up as a:

Customer Food Provider NGO

Email Address: Provider@example.com

Password:  Confirm Password:

Business Name: Sweets&Treats

Business Email: SweetsTreats@gmail.com

Business Contact: 0826451837

Business Address: 1234 Fairy Lane, Cape Town, Western Cape, 4324

CIPC Document: Choose File DHA - Payment Confirmation - web.pdf

Business Logo (Optional): Choose File Tommy.jpg

Business Banner (Optional): Choose File Studio-Ghibli-Spirited-Away\_chihiro014.jpg

Business Description (Optional): Where all the best treats can be found to suit any and all occasions!

Business Tags (Optional): Bakery, Sweets, Sugar, Cakes, Dessert

Bakery, Sweets, Sugar, Cakes, Dessert

Separate tags with commas. These help customers find your business.

Register

Already have an account? [Log in](#)

Need help?

© 2025 Save n Bite. All rights reserved.

## Step 2 – Account Verification

- Your account status will show Pending Verification.
- Admin will review your uploaded documents.
- You'll receive an email notification once verified.
- Only verified providers can create food listings.

## 3.2 Navigation Overview

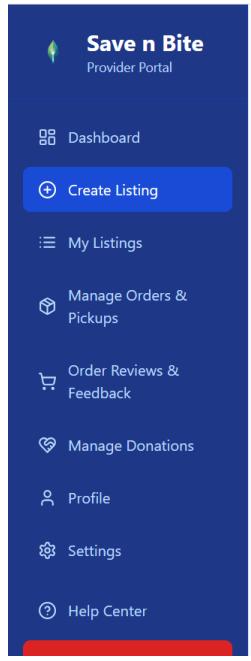
The Provider Dashboard includes:

- Analytics – Food waste reduction metrics and performance tracking.
- Data export capabilities
- Quick summaries on latest performance data

## 3.3 Creating Food Listings

Step 1 – Access Listing Creation:

- From your dashboard or navigation side bar, click Create New Listing.



## Create New Listing

List your surplus food items for sale or donation

Food Name \*

Description \*

Quantity \*

Number of items

Original Price (R) \*

Discounted Price (R) \*

Expiration Date \*

Price Setting

Mark as Donation

Pickup Time Range \*

--:--  --:--

### Step 2 – Enter Food Details:

- Food Name: Clear, descriptive name.
- Description: Detailed description of the food item.
- Quantity: Number of items/portions available.
- Expiration Date: When the food expires.
- Price: Set discounted price (for items on sale) or mark as donation.
- Images: Upload high-quality photos (recommended).

### Step 3 – Pickup Details:

- Set available pickup time slots.
- Provide pickup location details.
- Add special instructions if needed.

**Save n Bite**  
Provider Portal

**Create Listing**

**Pickup Location Details**

Pickup Address \*  
Complete pickup address

Pickup Instructions  
Collect at the main counter

Contact Person \*  
Contact person name

Contact Phone \*  
+27123456789

**Scheduling Settings**

Total Time Slots: 4 slots | Max Orders per Slot: 2 orders | Buffer Time (minutes): 10 minutes

Upload Image (Optional)  
Drag and drop an image, or browse  
PNG, JPG up to 5MB

**Publish Listing**

## 3.4 Overview of Listings

### Viewing Listings:

- Active listings show real-time availability.
- Track how many items have been requested/purchased.
- Monitor expiration dates.

### Updating Listings

- Edit food name, description, quantities, or discounted price.
- Delete listings if needed.

**Save n Bite**  
Provider Portal

**My Listings**

FOOD ITEM	TYPE	PRICE	QUANTITY	EXPIRY DATE	STATUS	ACTIONS
anotherDonationItem free99	Donation	Free	2	2025-08-30	active	Edit Delete
pancakes fresh	Sale	R20	10	2025-08-25	active	Edit Delete
donationItem free	Donation	Free	3	2025-08-25	active	Edit Delete
cupcakes sweet	Donation	Free	20	2025-08-30	active	Edit Delete
carrots fresh	Sale	R20	29	2025-08-30	active	Edit Delete
rice cakes plain	Sale	R15	8	2025-08-25	active	Edit Delete
cookies chocolate cookies	Sale	R14.99	10	2025-08-25	active	Edit Delete
pie nice	Sale	R20	5	2025-08-25	active	Edit Delete
new food	Sale	R32	4	2025-08-24	active	Edit Delete

## 3.5 Managing Orders & Pickups

- Track confirmed and completed orders.
- View scheduled pickups for today and tomorrow.

The screenshot shows the 'Manage Orders & Pickups' section of the Save n Bite Provider Portal. On the left is a sidebar with various navigation options. The main area displays a summary of pickup status: Total 1, Done 1, Pending 0, and Missed 0. Below this is a search bar and filters for dates and status. A specific pickup entry is shown for order PU-28a09974, placed by Vanelda Abrams. The items listed are carrots. The pickup time is 18:27:00 on 8/19/2025. The status is marked as 'completed'. There is also a 'Verify Code' button and a 'Show QR' button.

- Prepare items as per schedule.
- Mark pickups completed after entering confirmation code or scanning QR code.

This screenshot shows the same portal interface as above, but with a modal window overlaid. The modal is titled 'Verify Pickup Code' and contains a field labeled 'Confirmation Code' with the placeholder 'Enter confirmation code'. Below the field are two buttons: 'Verify' and 'Cancel'. The background of the portal shows the same pickup details for order PU-28a09974, including the completed status and QR code options.

## 3.6 Order Reviews & Feedback

- View all customer reviews on your orders.
- Track total reviews and average rating.
- Use feedback to improve quality.

The screenshot shows the 'Order Reviews & Feedback' section of the Save n Bite Provider Portal. On the left sidebar, 'Order Reviews & Feedback' is highlighted. The main area displays summary statistics: Average Rating (5.0★), Total Reviews (1 this month), and Satisfied Customers (0). A 'Rating Breakdown' table shows the distribution of reviews by star rating. To the right, a review from 'Vanelda Abrams' is shown, rated 5 stars with the comment "'YUMMY'" and timestamp '8/19/2025'. Below this, a search bar and filter options ('All Types', 'All Status', 'Date Range') are available, followed by a table listing an order.

ORDER	CUSTOMER	TYPE	AMOUNT	STATUS	REVIEW	ACTIONS
#35ea760b Order Items (2 items)	Vanelda Abrams 9 hours ago	Sale	R40	Completed	5★ "YUMMY"	<a href="#">View Details</a>

### 3.7 Manage Donations

- Review, approve, and track donations to NGOs.
- Statuses: Pending, Ready, Completed, Rejected.
- NGOs notified when request is accepted/denied.

The screenshot shows the 'Manage Donations' section of the Save n Bite Provider Portal. On the left sidebar, 'Manage Donations' is highlighted. The main area displays a summary of donation statuses: Pending (0), Ready (0), Completed (0), and Rejected (0). It also includes a search bar and filter options ('All Status'). A message indicates 'No donation requests found' with a note to 'Try adjusting your search or filters'.

### 3.8 Profile

- View and edit business details: name, contact email, phone, address.
- Update tags, logo, and banner.

The screenshot shows the Save n Bite Provider Portal. On the left, a sidebar menu includes: Dashboard, Create Listing, My Listings, Manage Orders & Pickups, Order Reviews & Feedback, Manage Donations, Profile (which is highlighted in blue), Settings, and Help Center. The main content area features a header with the bakery's name, "Fresh Harvest Bakery", and a photo of the interior. Below this is a "Business Information" section with fields for Business Name (Fresh Harvest Bakery), Phone Number (+27 21 555 1234), Business Description (a paragraph about artisanal bread and pastries), Contact Email (contact@freshharvestbakery.co.za), and Business Address (123 Long Street, Cape Town, Western Cape, 8001, South Africa). A "Verified Business" badge with a checkmark is also present. An "Edit Profile" button is located in the top right corner of the profile section.

### 3.8 Settings

- Change password.
- Customise notification preferences.
- Switch appearance (light/dark mode).
- Manage communication preferences.
- Option to deactivate account.

### 3.10 Best Practices for Food Providers

- Food Safety: Only list safe food, follow regulations, store properly.
- Listing Optimisation: Use clear photos, detailed descriptions, competitive pricing.
- Customer Service: Respond quickly, be flexible, honour confirmed pickups.

## 4. Customer Guide

### 4.1 Registration

- Go to Save n Bite website → **Register as Individual**.
- Enter name, email, phone, password.
- Upload profile picture (optional).



# Welcome To Save n Bite

Create an account to start your journey with us.

I want to sign up as a:

[Customer](#) [Food Provider](#) [NGO](#)

Email Address  
Customer@example.com

Password (Visible)  
.....

Confirm Password  
.....

First Name  
Jerome

Last Name  
Smiles

City  
Johannesburg

Province  
Gauteng

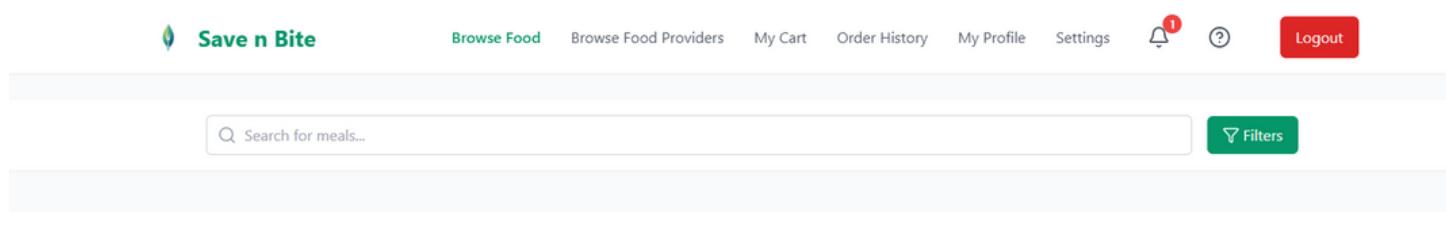
Profile Image (Optional)  
 No file chosen

[Register](#)

Already have an account? [Log in](#)

## 4.2 Navigation Overview

- Browse Listings
- Browse by Food Providers
- View your Cart
- See your order history
- Profile
- Settings



Save n Bite [Browse Food](#) [Browse Food Providers](#) [My Cart](#) [Order History](#) [My Profile](#) [Settings](#)   [Logout](#)

[Filters](#)

## 4.3 Finding Food

- Browse food listings (images, price, expiration).

- Use filters: category, price, location, expiration, provider.
- Sort: newest, price, expiring soon, highest rated.
- Browse by **Food Providers**: see provider profile & available items.

3 listings found (Discounted items only)

### Available Food (3)

Image	Name	Provider	Price	Distance	Action
	Toasted Cheese	Test Provider	R24.96	0.5 km	<a href="#">Order</a>
	Sugary Treat	Test Provider	R34.98	0.5 km	<a href="#">Order</a>
	Fresh Much	Test Provider	R20.00	0.5 km	<a href="#">Order</a>

**Sort by**

- Sort by
- Price: Low to High
- Price: High to Low
- Name
- Expiry Date
- Newest First

**Shop by Food Provider**

Discover your favorite local businesses and their available food

## 4.4 Making Purchases

- Select item → view details.
- Add to cart → review cart.

Ready to Eat

**Toasted Cheese**  
by Test Provider

yum

Pickup Window: 12:00-14:00  
Pickup Location: 123 Street, Pretoria, Gauteng, 1234  
Available Quantity: 1 available

**R24.96** R40.00 38% off

Quantity: - 1 +

[Add to Cart](#)

**Store Location**

Test Provider  
123 Street, Pretoria, Gauteng, 1234

[Get Directions](#)

- Checkout → choose pickup slot → pay securely.

- Receive confirmation email with pickup details.

## 4.5 Pickup Process

- Note pickup time & location.
- Bring confirmation (QR/alphanumeric).
- Verify items and check food quality.
- Confirm pickup in app.

Pickup Details

Scheduled Time  
Today 12:00 PM - 12:52 PM  
Window: 12:00-17:00

Time Slot  
Slot #1

Confirmation Code  
**U2IWYE**

Pickup Location

Business  
Test Provider

Location Name  
Toasted Cheese Pickup Location

Address  
123 Street, Pretoria, Gauteng, 1234

Contact  
Test Provider  
0987654321

Pickup Instructions  
Collect at the main counter

Show at Pickup



Confirmation Code  
**U2IWYE**

Show this QR code or confirmation code to the provider when collecting your order

## 4.6 Notifications & Reviews

- Receive in-app and email notifications on orders.
- Follow and enable notifications for favourite providers.

←
Notifications
Refresh

You have 2 unread notifications

Mark all as read
 Clear all

All (2) Unread (2) New Listings (0) Save 'n Bite Notifications (1)

Order Received - We're Preparing Your Order!

Great news! We've received your order for 'Toasted Cheese' from Test Provider. We're now preparing your order and will have it ready for pickup on 2025-08-19 at 12:00.

Notification 4m ago

Welcome to Save n Bite!

Welcome to Save n Bite! Start browsing discounted food from local businesses and help reduce food waste.

Welcome 22m ago

- Rate providers after pickups.

### Review Your Order

#### Order Details

Would you like to leave a review?

Order from

Your feedback helps us and our providers improve.



[Review Food Provider](#)



[Review Items](#)

## 4.6 Best Practices for Customers

- Shop smart, plan pickups, inspect food.
- Be punctual & polite.
- Store food properly.
- Support local providers & sustainability initiatives.

## 5.Charity-Organisation Guide

### 5.1 Registration

- Go to Save n Bite website → **Register as Organisation**.
- Enter organisation details + upload NPO registration.
- “Email Address” is the login address.
- “Organisation Email” is the contact address



# Welcome To Save n Bite

Create an account to start your journey with us.

I want to sign up as a:

Customer    Food Provider    NGO

Email Address:

Password:

Confirm Password:

Organisation Name:

Organisation Contact:

Organisation Email:

Representative Name:

Organisation Address:

District:

Province:

Postal Code:

NGO Document:

Organisation Logo (Optional):

**Register**

## 5.2 Navigation Overview

NGOs use the **top navigation bar** to move between:

- Browse Listings
- Browse by Food Providers
- View your Cart
- See your order/donation history
- Profile
- Settings



Search for meals...

## 5.3 Finding Food

- Browse Donations and Discounted Items.
- Filter and sort by category, quantity, price, expiration, or location.
- Browse by Food Providers: open profiles and see available items.

The screenshot shows the homepage of the Save n Bite website. At the top, there's a navigation bar with links for "Browse Food", "Browse Food Providers", "My Cart", "Order History", "My Profile", "Settings", a notification bell icon with a red "1", a help icon, and a "Logout" button. Below the navigation is a search bar with placeholder text "Search for meals..." and a "Hide Filters" button. On the left, there's a sidebar titled "Filters" containing sections for "Price Range" (with a slider from R0 to R230), "Item Type" (radio buttons for "All", "Food", "Groceries", and "Drinks"), "Provider" (dropdown "All Providers"), "Pickup Deadline" (dropdown "Any Time"), and a "Reset Filters" button. The main content area is titled "Available Food (5)" and displays five items with images, names, providers, prices, discounts, distances, expiration times, and action buttons ("Order" or "Request").

Item	Provider	Price	Discount	Distance	Expiration	Action
Toasted Cheese	Test Provider	R20.00	Save R20.00	0.5 km	Expires: Today, 4:00 am	<a href="#">Order</a>
Grocery Basket	Test Provider	Free	Donation	0.5 km	Expires: 20 Sept, 4:00 am	<a href="#">Request</a>
Donut	Test Provider	Free	Donation	0.5 km	Expires: 01 Oct, 4:00 am	<a href="#">Request</a>
Sugary Treat	Test Provider	R34.98	Save R15.02	0.5 km	Expires: 19 Jan, 4:00 am	<a href="#">Order</a>

## 5.4 Requesting Donations & Making Purchases

- Select donation listing → click “Submit Request” → await approval

[← Back to Listings](#)



### Grocery Basket

Test Provider

Available until: 2025-09-20

Pickup window: 12:00-18:00

Fresh fruit and veg including peppers, tomatoes, onions, apples, and grapes

Available quantity: 1

#### Request Donation

Quantity

- 1 +

Collection Method

Pickup

Special Instructions (Optional)

Please provide eco-friendly packaging or allow us to pack it into our own containers.

Motivation Message (Optional)

We will be using this food to run a soup kitchen this weekend. The soup kitchen runs every second weekend making your continued help invaluable!

**Submit Request**

- Select discounted item → add to cart → checkout.
- Confirmations sent via email with pickup details.
- Pickup details viewable in-app.

## 5.5 Pickup Coordination

- Assign team member, bring ID and containers.
- Verify items, check food condition.
- Mark pickup completed in system.

## Order History

1 pickups • 2 donations

## Your Impact Summary

3  
Meals Saved1.5kg  
CO<sub>2</sub> Reduced1  
Pickups2  
Donations

## Pickup Details



Filters

Type: All Types

Status: All Statuses

Date Range: All Time

Provider: All Providers

## Pickup Order

Toasted Cheese  
Test Provider

## Show at Pickup



## Confirmation Code

DZNHID

Show this code or QR code to the provider

## Pickup Time

Tuesday, August 19, 2025  
13:02:00 - 13:54:00  
Window: 12:00-17:00

## Location

Toasted Cheese Pickup Location  
123 Street, Pretoria, Gauteng, 1234  
0987654321

## Pickup Status

Your pickup is confirmed and ready to collect

Close

## 5.6 Managing Orders & Reviews

- Track statuses: Pending, Approved, Completed, Declined.
- Review providers after donation or purchase.

## Order History

1 pickups • 2 donations

### Your Impact Summary

3 Meals Saved

1.5kg CO<sub>2</sub> Reduced

1 Pickups

2 Donations

**Filters**

Type: All Types

Status: All Statuses

Date Range: All Time

Provider: All Providers

3 orders found

Toasted Cheese Scheduled

Test Provider

(8/19/2025) Toasted Cheese Pickup Location

Pickup: 13:02:00 - 13:54:00

[View Details](#)[Cancel Pickup](#)Grocery Basket Ready

Test Provider

(8/19/2025) Qty: 1

Collection: 12:00-18:00

[View Details](#)[Cancel Donation](#)Toasted Cheese Confirmed

Test Provider

(8/19/2025) Qty: 1

Collection: 12:00-17:00

[View Details](#)

## 5.7 Best Practices for NGOs

- Plan pickups efficiently.
- Manage food budgets for discounted purchases.
- Distribute food quickly & safely.
- Share impact stories with your community.

## 6.General Features

### Notification System:

#### Types of Notifications:

- New food listings matching your preferences
- Pickup reminders and confirmations
- Order status updates
- System announcements and updates
- Special promotions and deals

#### Notification Preferences:

- Email notifications
- In-app notifications
- Push notifications on mobile

### Search and Discovery:

## **Advanced Search Features**

- Keyword search across food names and descriptions
- Multiple filter combinations
- Location-based search with radius settings
- Save search criteria for quick access

## **Safety and Security:**

### **Account Security**

- Secure login with password requirements
- Personal information kept in secure databases
- Secure payment processing

### **Food Safety Compliance**

- Expiration date tracking and alerts
- Food safety regulation compliance
- Provider verification requirements
- User reporting system for concerns

## **7.Troubleshooting & FAQs**

<b>Issue</b>	<b>Possible Cause</b>	<b>Solution</b>
Registered but can't use app	Not verified	Check email for approval
Verified but can't use app	Old data	Refresh page or log out and back in
Payment Declined	Incorrect card details	Re-enter details or use another method
Pickup Location Missing	Didn't check listing details	View listing or contact provider

## **8.Contact & Support**

Email: [savenbite@gmail.com](mailto:savenbite@gmail.com)

**Prepared by:**

Sabrina-Gabriel Freeman  
Vane` Abrams

---

**Approved by:**

Chisom Emekpo

---