

# Save n Bite

## User Manual

**Version 4**  
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**Client:**

Gendac

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## 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.

Save n Bite  
Provider Portal

Dashboard

Create Listing

My Listings

Manage Orders & Pickups

Order Reviews & Feedback

Manage Donations

Create New Listing

List your surplus food items for sale or donation

Your provider account is pending verification. You will be able to create listings once your account is verified.

Food Name \*

Fairy Donuts

Description \*

Sprinkled with icing powder and glitter for an extra sparkle and shine!

## 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

Save n Bite  
Provider Portal

Dashboard

Create Listing

My Listings

Manage Orders & Pickups

Order Reviews & Feedback

Manage Donations

Profile

Settings

Help Center

Business Dashboard

Track your performance and impact

Your Analytics: 1 orders fulfilled with 1 meals saved

Export Data

Total Orders Fulfilled: 1

Number of Donations: 0

Profile Followers: 0

Meals Saved: 1

+100% from last month

+0% from last month

+0% from last month

500L water saved

Orders per Month

Sales vs Donations Split

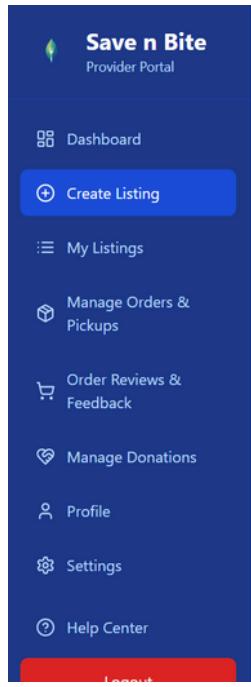
Sales 100%  
Donations 0%

Sales (1) Donations (0)

## 3.3 Creating Food Listings

Step 1 – Access Listing Creation:

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



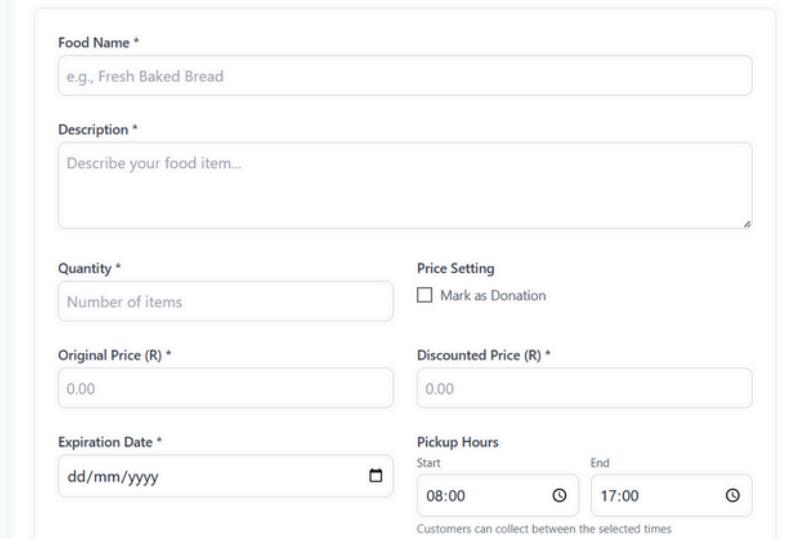
The sidebar on the left contains the following navigation items:

- Save n Bite
- Provider Portal
- Dashboard
- Create Listing (highlighted in blue)
- My Listings
- Manage Orders & Pickups
- Order Reviews & Feedback
- Manage Donations
- Profile
- Settings
- Help Center

At the bottom right of the sidebar is a red "Logout" button.

## Create New Listing

List your surplus food items for sale or donation



The form fields for creating a new listing are as follows:

- Food Name \*: e.g., Fresh Baked Bread
- Description \*: Describe your food item...
- Quantity \*: Number of items
- Original Price (R) \*: 0.00
- Discounted Price (R) \*: 0.00
- Expiration Date \*: dd/mm/yyyy
- Price Setting:  
 Mark as Donation
- Pickup Hours:  
Start: 08:00 End: 17:00  
Customers can collect between the selected times

### 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

Dashboard

**Create Listing**

My Listings

Manage Orders & Pickups

Order Reviews & Feedback

Manage Donations

Profile

Settings

Help Center

Logout

dd/mm/yyyy

Start 08:00 End 17:00

Customers can collect between the selected times

**Pickup Location Details**

Pickup Address \*  
1232 Park Street, Hatfield, Gauteng, 0083

Pickup Instructions  
Collect at the main counter

Contact Person \*  
Contact person name  Contact Phone \*

Upload Image \*  
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

Dashboard

**My Listings**

Manage Orders & Pickups

Order Reviews & Feedback

Manage Donations

Profile

Settings

Help Center

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, a sidebar menu includes options like Dashboard, Create Listing, My Listings, Manage Orders & Pickups (which is highlighted in blue), Order Reviews & Feedback, Manage Donations, Profile, Settings, and Help Center. The main area displays a summary of order status: Total 1, Done 1, Pending 0, and Missed 0. Below this is a search bar and filters for All Dates and All Status. A specific order is listed: PU-28a09974 for Vanelda Abrams, with pickup items being carrots at 18:27:00 on 8/19/2025. The status is marked as 'completed'. There are buttons for 'Mark as ready', 'Mark as completed', and 'Mark as No Show'.

- Prepare items as per schedule.
- Mark pickups as ready for collection and then mark as complete when an order is picked up

This screenshot shows the same 'Manage Orders & Pickups' page but with a different order listed. Order PU-7dca3904 is for a Bacon Burger, with pickup time set to Business Hours and marked as 'Active now'. A yellow warning box indicates that the 'Pickup window is active now!'. The status summary remains the same: Total 1, Done 0, Pending 1, and Missed 0. The sidebar menu is identical to the first screenshot.

## 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. At the top, it displays a summary: **5.0 ★** (Average Rating, 1 reviews), **1** (Total Reviews, 1 this month), and **0** (Satisfied Customers, 1 left reviews). To the right is a 'Rating Breakdown' chart showing the distribution of ratings from 1 to 5 stars. Below this is a search bar and filters for 'All Types', 'All Status', and 'Date Range'. A table lists one order: #35ea760b (Order Items (2 items)), Customer: Vanelda Abrams (9 hours ago), Type: Sale, Amount: R40, Status: Completed, and Review: ★★★★☆ "YUMMY" - Vanelda Abrams • 8/19/2025. There is a 'View Details' link next to the review.

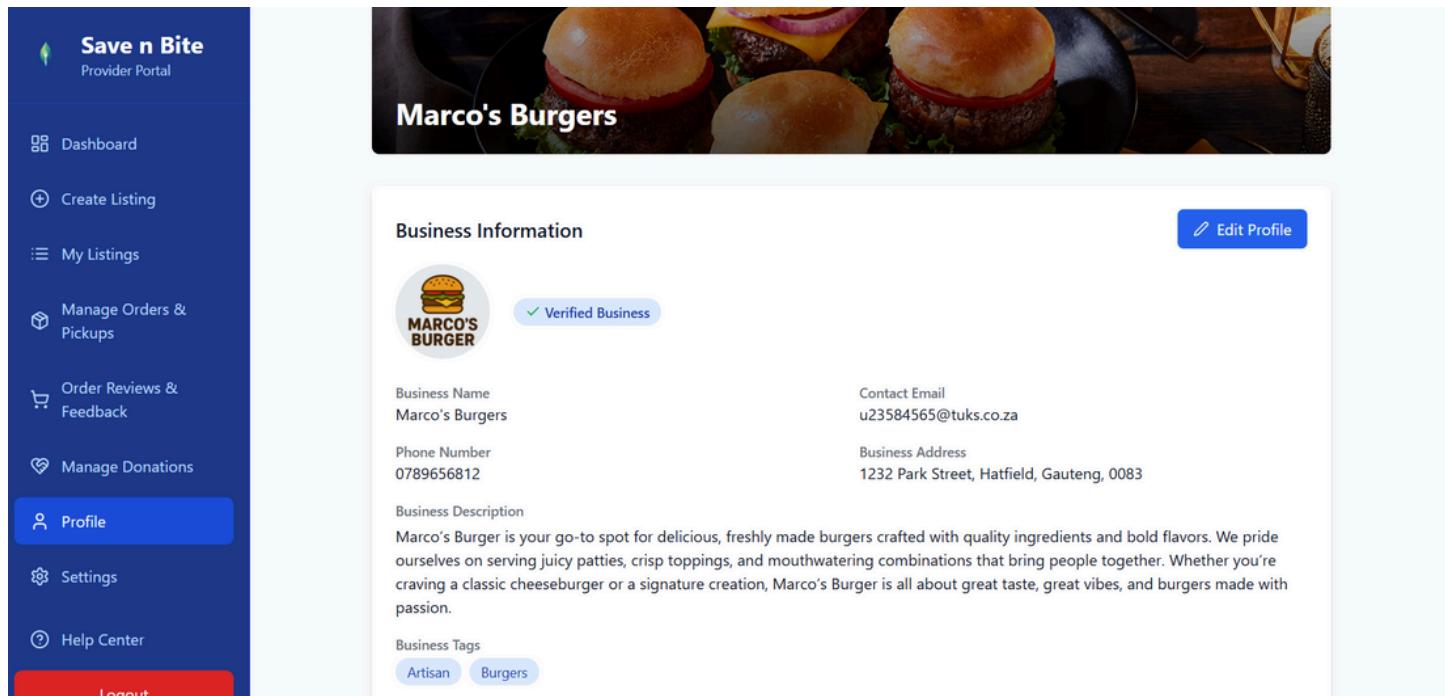
### 3.7 Manage Donations

- 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. It features a summary with counts: **0** Pending, **0** Ready, **0** Completed, **0** Rejected, and **0** Items. Below this is a search bar and a status filter. A message indicates 'No donation requests found' with a note to 'Try adjusting your search or filters'. The sidebar on the left includes 'Manage Donations' under the 'Provider Portal' heading.

### 3.8 Profile

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

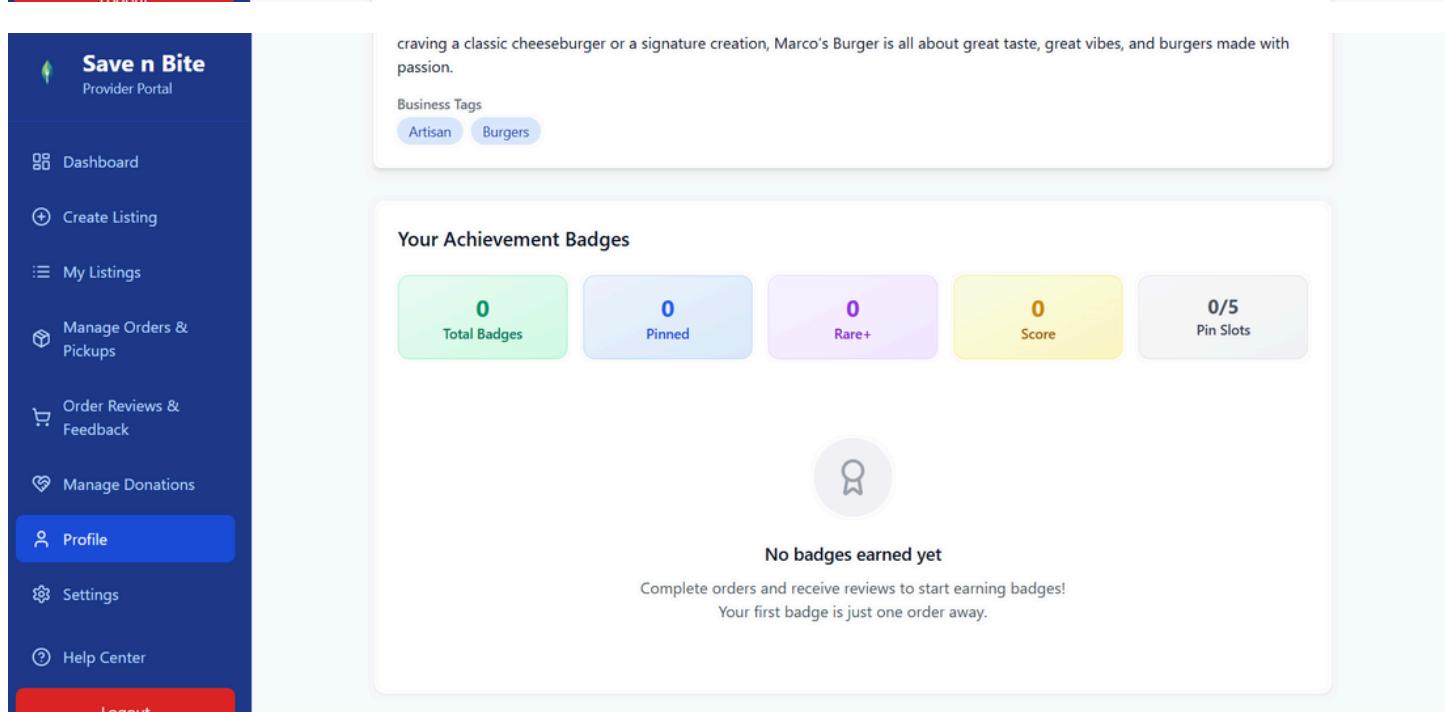


The screenshot shows the 'Business Information' section of the provider portal. At the top right is a blue 'Edit Profile' button. Below it is a circular logo for 'MARCO'S BURGER' featuring a burger icon. To its right is a green 'Verified Business' badge with a checkmark. The main information is organized into four columns:

- Business Name:** Marco's Burgers
- Contact Email:** u23584565@tuks.co.za
- Phone Number:** 0789656812
- Business Address:** 1232 Park Street, Hatfield, Gauteng, 0083

**Business Description:** Marco's Burger is your go-to spot for delicious, freshly made burgers crafted with quality ingredients and bold flavors. We pride ourselves on serving juicy patties, crisp toppings, and mouthwatering combinations that bring people together. Whether you're craving a classic cheeseburger or a signature creation, Marco's Burger is all about great taste, great vibes, and burgers made with passion.

**Business Tags:** Artisan, Burgers

The screenshot shows the 'Your Achievement Badges' section. On the left, there are five colored boxes with zero counts: 'Total Badges' (green), 'Pinned' (light blue), 'Rare+' (pink), 'Score' (yellow), and 'Pin Slots' (grey). In the center is a circular placeholder icon with a question mark. Below it is the text 'No badges earned yet' and a message encouraging users to complete orders and receive reviews to start earning badges.

### 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).

I want to sign up as a:

**Customer** Food Provider NGO

Email Address  
Customer@example.com

Password ?  
.....

Confirm Password  
.....

First Name  
Jerome

Last Name  
Smiles

City  
Johannesburg

Province  
Gauteng

Profile Image (Optional) ?  
Choose File No file chosen

**Register**

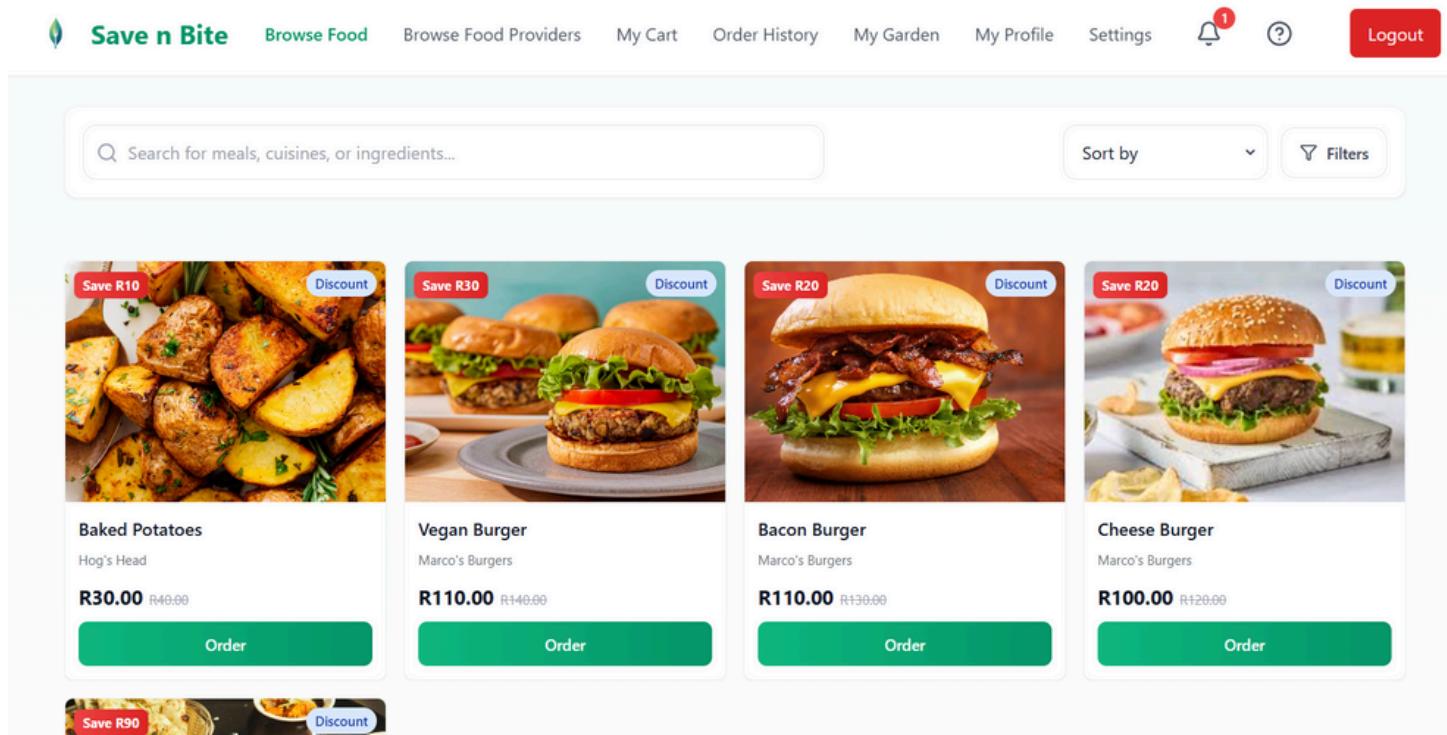
Already have an account? [Log in](#)

### 4.2 Navigation Overview

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

## 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.



The screenshot shows the 'Browse Food' section of the Save n Bite app. At the top, there's a search bar with placeholder text 'Search for meals, cuisines, or ingredients...', a 'Sort by' dropdown, and a 'Filters' button. Below the search bar are four food item cards:

- Baked Potatoes** by Hog's Head: Save R10. Price: R30.00 (R40.00). Order button.
- Vegan Burger** by Marco's Burgers: Save R30. Price: R110.00 (R140.00). Order button.
- Bacon Burger** by Marco's Burgers: Save R20. Price: R110.00 (R130.00). Order button.
- Cheese Burger** by Marco's Burgers: Save R20. Price: R100.00 (R120.00). Order button.

At the bottom left, there's a partial view of another card starting with 'Save R90'.

## 4.4 Making Purchases

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

[← Back to listings](#)


### Vegan Burger

 Marco's Burgers

Vegan Burger – A hearty plant-based patty packed with flavor, topped with crisp lettuce, juicy tomato, and creamy vegan mayo, all served on a soft, toasted bun. Wholesome, satisfying, and 100% plant-powered.

R110.00 R140.00 21% off

Quantity:

 Add to Cart

[Details](#) [Reviews](#) [Store Info](#)

aenbiteportal-f5ggcpczf5f2f8b4 About this item [Rewe websites.net/dashboard](#)

- Checkout → choose pickup slot → pay securely.

### Your Basket

Marco's Burgers • 1 item



Vegan Burger  
R 110.00



### Order Summary

Vegan Burger × 1 R 110.00

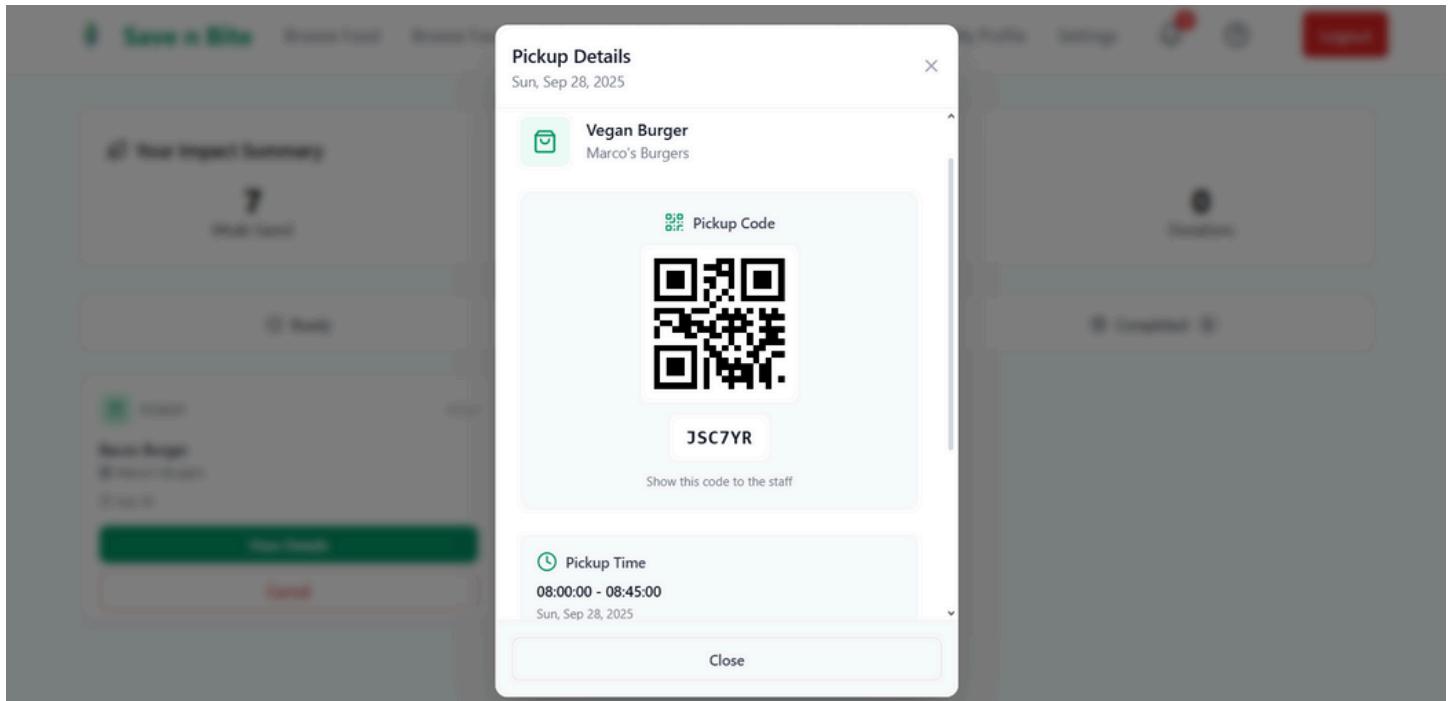
Total R 110.00

[Proceed to Payment](#)

- 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.



## 4.6 Notifications & Reviews

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

A screenshot of the "Notifications" screen in the Save n Bite app. At the top, it says "You have 2 unread notifications". There are four tabs: "All (2)", "Unread (2)", "New Listings (0)", and "Save 'n Bite Notifications (1)". The "Unread (2)" tab is selected. Two notifications are listed:

- Order Received - We're Preparing Your Order!** (green dot)  
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!** (green dot)  
Welcome to Save n Bite! Start browsing discounted food from local businesses and help reduce food waste.  
Welcome 22m ago

Each notification has a green checkmark icon and a red trash bin icon to its right.

- Rate providers after pickups.



## Write a Review

### Food Provider Experience



How was your experience with the restaurant?

Share your experience with the provider (service, staff, location, etc.)

### Food Quality



How was the quality and taste of the food?

Tell us about the food quality, taste, freshness, portion size, etc.

Submit Review

## 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)

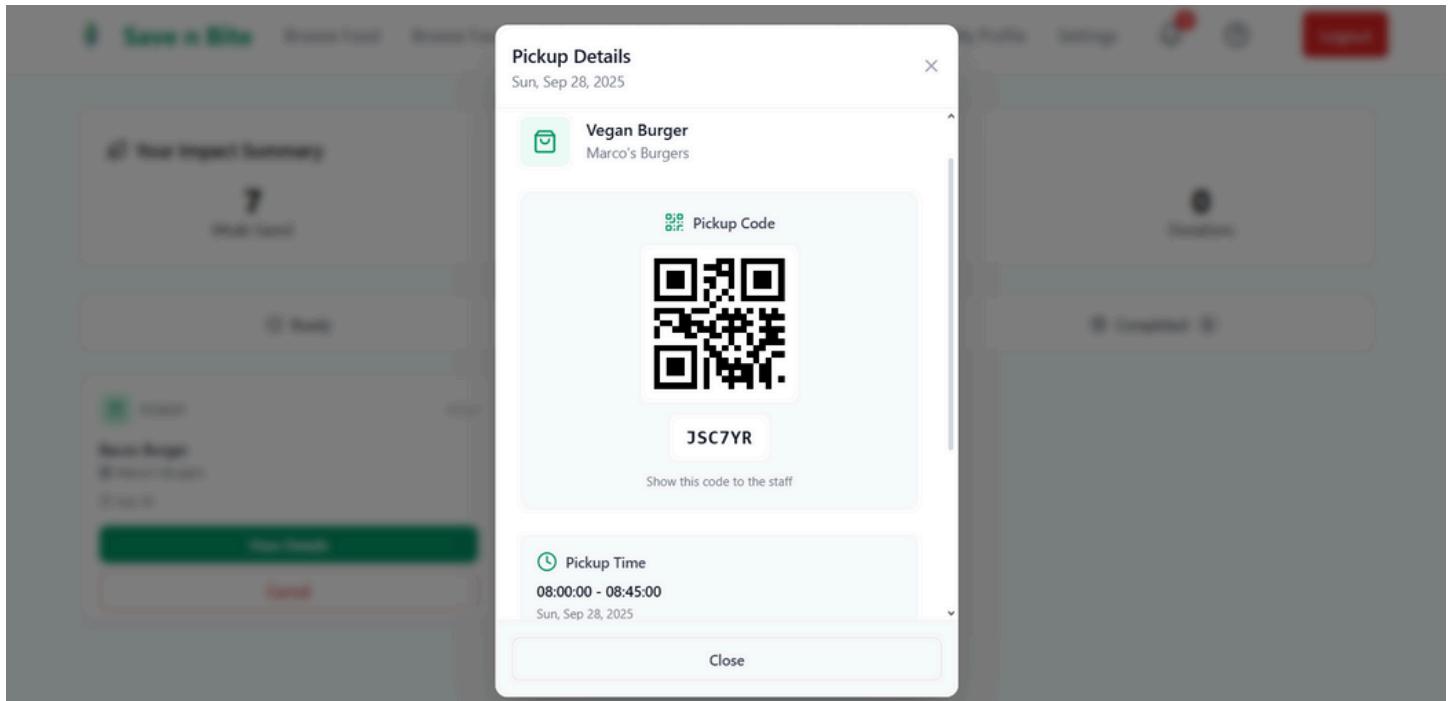
We will be using this food to run a soup kitchen this weekend. The soup kitchen runs every second weekend making your continued help invaluable!

**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.



## 5.6 Managing Orders & Reviews

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

The screenshot shows the Save n Bite app interface. At the top, there is a navigation bar with links: Save n Bite, Browse Food, Browse Food Providers, My Cart, Order History (highlighted in blue), My Garden, My Profile, Settings, a notification bell icon with a red '1', a help icon, and a Logout button.

**Your Impact Summary:**

- 7 Meals Saved
- 3.5kg CO<sub>2</sub> Reduced
- 7 Pickups
- 0 Donations

**Completed Orders (5):**

PICKUP	#	PICKUP	#	PICKUP	#
Baked Potatoes	#def2	Cheese Burger	#3b1a	Baked Potatoes	#87e2
@ Hog's Head		@ Marco's Burgers		@ Hog's Head	
⌚ Sep 28		⌚ Sep 27		⌚ Sep 27	
Leave Review		Leave Review		Leave Review	

## 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

In-App Help: Menu → Help.

### Prepared by:

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### Approved by:

Chisom Emekpo  
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