



How-To Guide

Contents

Too Good To Go: An Introduction

2

TGTG App: Quick Start Guide

3

TGTG App: Redeeming Order Receipts

4

TGTG App: Quantity Control & Refunds

5

Too Good To Go: More Information

6

TGTG How-To Guide

Thank you for joining us in the fight against food waste!

TGTG allows you to sell your surplus food instead of throwing it away, generating you additional revenue and helping the environment in the process.

Here's how it works:

Log in to the Too Good To Go App using the username and details we provide you with when you join.

Welcome your TGTG customers in the specified time window and redeem their mobile receipts.

See your delicious food put to good use instead of throwing it in the bin!

Great! Not only have you made a bit of money on what you would usually throw out, but you've helped contribute towards a more sustainable society by reducing food waste. Good job!

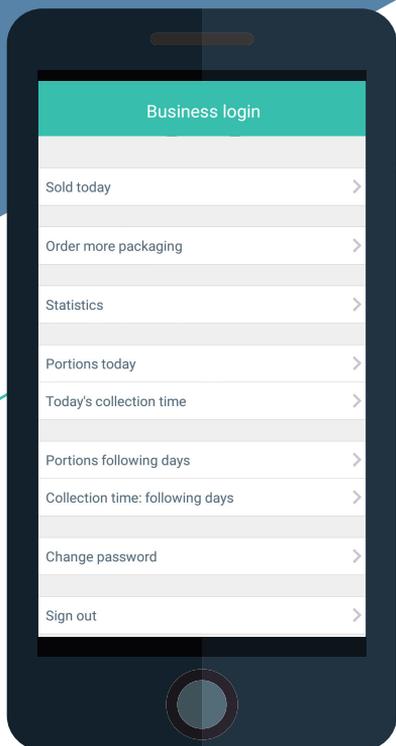
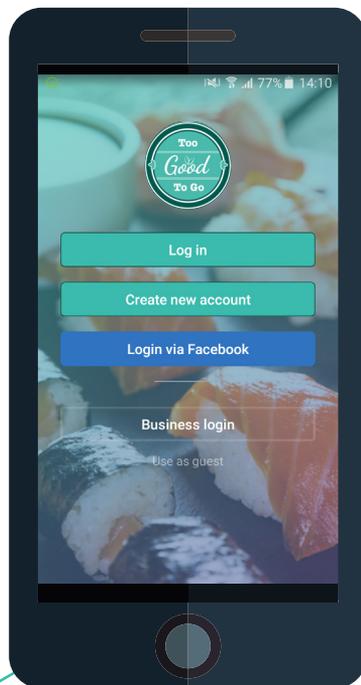


TGTG How-To Guide

App // Quick Start Guide

Download the **TGTG App** from the **Apple App Store** or the **Google Play Store**

Log in via **Business Login** using the details we provide you with



Check what you've sold that day and who's made a purchase

We'll automatically send you more packaging, but in case you don't receive it you can order more here

See your order history in **Statistics**

Control quantities and collection times for the day here

Manage quantities and collection times for the week ahead

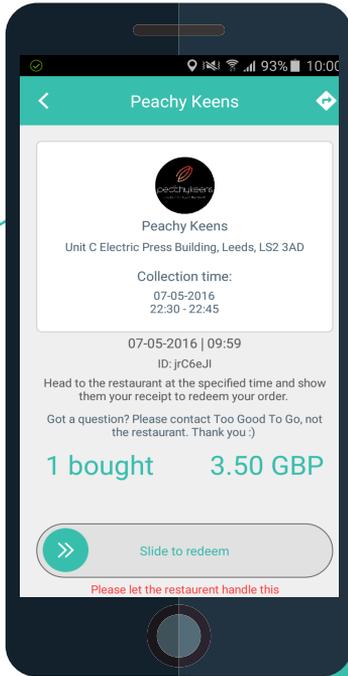
Change your password here

Sign out here if you need to sign in on another device

...and don't forget to save!



App // Redeeming Order Receipts



TGTG customers will present either a mobile app receipt or an e-mail receipt on collection

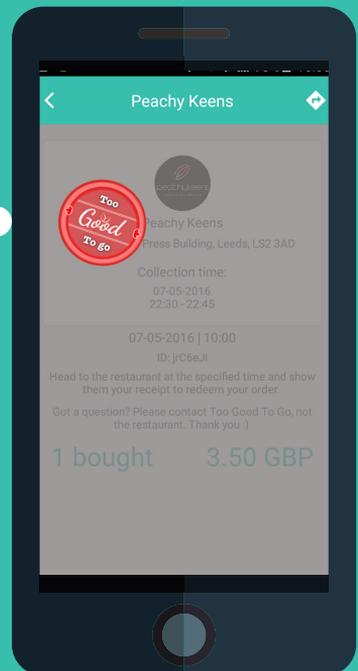
App Receipt:

Slide to redeem the order confirmation and activate the customer's receipt

A successfully redeemed receipt will then show under **Used** in the customer's **My Receipts** section, and will be in grey with a red TGTG logo

Email Receipts

In cases where a customer orders via the TGTG website, the order confirmation is sent to them via email. They then present you with a printed or electronic copy of this, which you should check against the orders shown in **Sales Today** to ensure validity

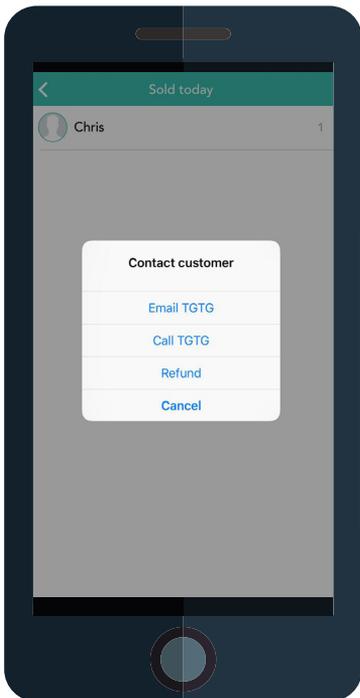
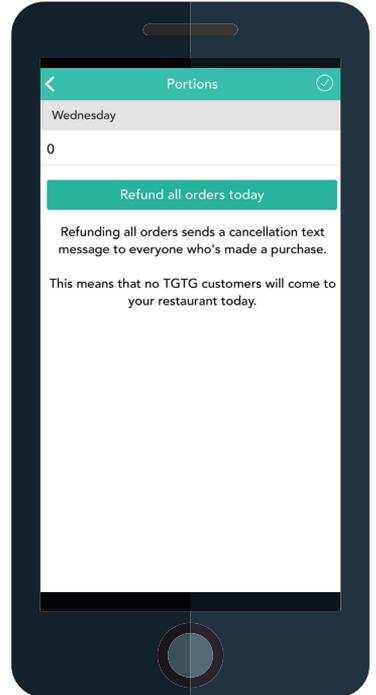


TGTG How-To Guide

App // Quantity Control & Refunds

From time to time, you may need to adjust your TGTG stock levels to ensure that customers don't arrive to find there isn't enough food leftover

Change quantity available in **Portions Today**. This will adjust the amount of available portions left to buy that day. If you've completely run out of food and have already made at least one sale, hit **Refund All Orders Today**



Refunding Customers Individually

If you have some food leftover but not enough to provide for all the orders that day you can refund customers individually via **Sales Today**. Just select an order and tap **Refund**

We process all customer refunds on your behalf and inform customers directly

TGTG // More Information

Collection time

TGTG customers are only entitled to redeem their orders within the specified time window. Early arrivals should wait outside and latecomers should not expect to be served.

Packaging

We will provide you with eco-friendly takeaway boxes free of charge, and will ensure you always have plenty in stock. If you have a bakery or cafe, we'll give you bags instead. To promote sustainability, we also encourage TGTG customers to bring their own food containers.

Food Collection

In buffet restaurants, customers help themselves. In all other cases, the boxes or bags we provide you with can be filled with surplus food by you and then given to the customer.

Payment

TGTG handles all aspects of payment and transfers you the money every month, along with a full sales report.

Hygiene

Food safety and hygiene is just as important to us as it is to you. Please ensure your food is fit for consumption and take care when storing takeaway boxes and bags.

Customer Service

TGTG manages everything to do with TGTG customers. If a customer comes to you with questions or issues, please refer to them directly to us.

Responsible Production

At TGTG we strive to reduce food waste by working with your existing surplus. Please don't prepare extra food especially for TGTG customers!

App Login Details

E-Mail:

Password:



Too Good To Go Ltd.

support@toogoodtogo.co.uk

www.toogoodtogo.co.uk

Tel: 0330 133 0051

103 Clarendon Road, Leeds, LS2 9DF

Registered Company Number: 10075204