Feed the Need - Product Requirements Document

Document Information

- **Project Name**: Feed the Need
- **Version**: 1.0
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1. Product Overview

1.1 Vision Statement

Create a comprehensive digital platform that connects donors (restaurants, businesses, individuals) with those in need (individuals, NGOs, orphanages) to redistribute surplus resources including food, clothing, household items, and books, reducing waste while addressing multiple community needs.

1.2 Product Objectives

- **Primary**: Enable efficient redistribution of surplus items from donors to recipients across multiple categories
- **Secondary**: Reduce waste, strengthen community connections, and address diverse social needs
- **Tertiary**: Provide measurable social and environmental impact through circular economy principles

1.3 Success Criteria

- Functional application supporting multiple donation categories
- At least 5 item listings created during demo across different categories
- Successful completion of end-to-end donation flows for various item types

- Professional presentation showcasing diverse community impact

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2. Target Users and Personas

2.1 Primary Users

Donor Persona: "Restaurant Manager Rajesh"

- **Profile**: Restaurant manager, 28-35 years old, manages a mid-size restaurant in urban India
- **Background**: MBA graduate, tech-savvy, environmentally conscious
- **Pain Points**: Daily food waste, disposal costs, sustainability concerns, regulatory compliance
- **Donation Items**: Surplus food, unused kitchen equipment, furniture, uniforms
- **Goals**: Reduce waste, support local community, meet corporate social responsibility targets, improve restaurant's brand image
- **Tech Comfort**: Moderate to high, prefers simple mobile-friendly interfaces, uses WhatsApp and business apps regularly
- **Motivations**: Social impact, cost savings, positive brand reputation

Donor Persona: "Homemaker Meera"

- **Profile**: Homemaker and mother, 30-45 years old, manages household in middle-class family
- **Background**: College graduate, active in community activities, environmentally conscious
- **Pain Points**: Accumulation of unused items, children's outgrown clothes, guilt about waste
- **Donation Items**: Children's clothes, toys, books, household items, kitchen appliances, blankets
- **Goals**: Declutter home, help community, teach children about sharing, reduce waste
- **Tech Comfort**: Moderate, smartphone user, active on WhatsApp and social media
- **Motivations**: Community service, space management, values-based living

Donor Persona: "IT Professional Arjun"

- **Profile**: Software engineer, 25-35 years old, working professional in urban area
- **Background**: Tech graduate, good income, frequent upgrader of gadgets and furniture
- **Pain Points**: Accumulation of old electronics, unused items after relocations, storage constraints
- **Donation Items**: Laptops, mobile phones, cables, books, furniture, clothes, electronics
- **Goals**: Responsible disposal of electronics, help students/professionals, declutter space
- **Tech Comfort**: High, comfortable with all digital platforms and apps
- **Motivations**: Environmental responsibility, helping aspiring professionals, efficient living

Recipient Persona: "NGO Coordinator Priya"

- **Profile**: NGO volunteer coordinator, 25-45 years old, works with underprivileged communities
- **Background**: Social work background, manages resources for 200+ families and children
- **Pain Points**: Inconsistent donations, lack of visibility into available resources, diverse community needs
- **Needed Items**: Food, clothes for all ages, blankets, educational materials, electronics for centers
- **Goals**: Secure reliable resources, serve more community members efficiently, address varied needs
- **Tech Comfort**: Basic to moderate, needs reliable and simple tools, primarily uses mobile phone
- **Motivations**: Maximizing community impact, efficient resource utilization

Recipient Persona: "Student Kavya"

- **Profile**: College student or young professional, 18-28 years old, budget-conscious
- **Background**: Living away from home, tight budget, setting up independent life
- **Pain Points**: Limited budget for necessities, need for study materials, basic household setup
- **Needed Items**: Books, electronics (laptop), furniture, kitchen items, clothes, food
- **Goals**: Access essential items, maintain dignity while receiving help, focus on studies/career

- **Tech Comfort**: High, smartphone native, comfortable with apps and technology
- **Motivations**: Self-sufficiency, academic success, financial independence

Recipient Persona: "Single Mother Sunita"

- **Profile**: Single mother, 25-40 years old, working in lower-income job
- **Background**: Raising children alone, tight budget, works multiple jobs
- **Pain Points**: Affording children's growing needs, household essentials, educational materials
- **Needed Items**: Children's clothes, toys, books, household items, electronics, food, blankets
- **Goals**: Provide for children's needs, maintain household, ensure children's education
- **Tech Comfort**: Basic to moderate, primarily mobile phone user
- **Motivations**: Children's welfare, family stability, community support

2.2 Secondary Users

Corporate Donor Persona: "HR Manager Deepak"

- **Profile**: Corporate HR manager, 30-45 years old, handles CSR initiatives
- **Background**: Business management experience, responsible for employee engagement and CSR
- **Pain Points**: Office equipment disposal, employee donation drives coordination, CSR impact measurement
- **Donation Items**: Office furniture, computers, stationery, employee-contributed items
- **Goals**: Maximize CSR impact, engage employees in social causes, responsible asset disposal
- **Tech Comfort**: Moderate to high, uses business applications and management tools

School Administrator Persona: "Principal Rekha"

- **Profile**: School principal or administrator, 35-55 years old, manages educational institution
- **Background**: Education background, handles school resources and community outreach

- **Pain Points**: Budget constraints for additional resources, helping underprivileged students
- **Donation Items**: Books, uniforms, stationery, computers, furniture
- **Needed Items**: Educational materials, sports equipment, electronics for computer lab
- **Goals**: Support student needs, improve school resources, build community partnerships
- **Tech Comfort**: Basic to moderate, primarily mobile and computer user

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3. Core Features and Functionality

3.1 Donation Categories

3.1.1 Food and Consumables

- **Fresh Food**: Cooked meals, fruits, vegetables, dairy products
- **Packaged Food**: Canned goods, dry goods, packaged snacks, beverages
- **Special Categories**: Baby food, dietary-specific items (diabetic, gluten-free)

3.1.2 Clothing and Textiles

- **Clothing**: Men's, women's, children's clothing (all sizes and seasons)
- **Accessories**: Shoes, bags, belts, jewelry, watches
- **Home Textiles**: Blankets, bed sheets, curtains, towels, pillows

3.1.3 Electronics and Technology

- **Personal Electronics**: Laptops, tablets, mobile phones, chargers, headphones
- **Home Electronics**: TVs, radios, kitchen appliances, fans, heaters
- **Educational Technology**: Calculators, e-readers, educational software, cables

3.1.4 Household Items

- **Furniture**: Chairs, tables, beds, wardrobes, storage units
- **Kitchen Items**: Utensils, cookware, dishes, small appliances

- **Home Decor**: Lamps, mirrors, decorative items, plants, artwork

3.1.5 Educational and Professional

- **Books**: Textbooks, novels, children's books, reference materials
- **Stationery**: Pens, notebooks, art supplies, office materials
- **Professional Items**: Briefcases, formal wear, tools, equipment

3.1.6 Baby and Children Items

- **Baby Care**: Diapers, bottles, clothing, toys, strollers
- **Children's Items**: Games, educational toys, sports equipment, school supplies
- **Growth Items**: Clothes in various sizes, shoes, furniture

3.1.7 Health and Personal Care

- **Medical Items**: Wheelchairs, crutches, medical equipment (unused/sanitized)
- **Personal Care**: Hygiene products (sealed), cosmetics (unused)
- **Wellness**: Exercise equipment, yoga mats, fitness accessories

3.2 Must-Have Features

3.2.1 User Registration and Authentication

- **Functionality**: Secure user registration and login system for multiple user types
- **User Types**:
  - Donor (Individual/Household)
  - Donor (Business/Organization)
  - Recipient (Individual/Family)
  - Recipient (Organization/NGO)
- **Required Fields**: Name, email, phone, user type, location (city/area), organization name (for organizations)
- **Authentication**: Email verification, password requirements, mobile number verification (optional)
- **Profile Information**: Donation preferences, recipient needs, location details
- **Acceptance Criteria**:
  - Users can register with comprehensive profile information

- ○ Email verification sent upon registration
- ○ Different registration forms based on user type and role
- ○ Profile management for updating preferences and contact information

3.2.2 Item Listing Creation (Donors)

- **Functionality**: Donors can create detailed listings for available donations across all categories
- **Universal Fields**:
    - ○ Item name/title and detailed description
    - ○ Category and subcategory selection
    - ○ Condition (New, Like New, Good, Fair, Poor)
    - ○ Quantity or count
    - ○ Pickup address with landmarks
    - ○ Available pickup time window
    - ○ Contact method preference (phone/email/WhatsApp)
    - ○ Age group/size (where applicable)
- **Category-Specific Fields**:
    - ○ **Food Items**: Expiration date, preparation date, vegetarian/non-vegetarian, ingredients
    - ○ **Clothing**: Size, gender, season, brand, material
    - ○ **Electronics**: Model, year, working condition, accessories included, warranty status
    - ○ **Books**: Subject, grade level, language, author, publication year
    - ○ **Furniture**: Dimensions, material, assembly required, pickup requirements
- **Optional Fields**: Photos (up to 5 per listing), special instructions, delivery options
- **Quality Guidelines**: Built-in guidelines for different item categories and safety considerations
- **Acceptance Criteria**:
    - ○ Intuitive category selection with guided form fields
    - ○ All required fields validated based on category
    - ○ Photo upload
    - ○ Preview functionality before publishing
    - ○ Draft save capability for incomplete listings
    - ○ Edit and delete functionality for active listings

3.2.3 Item Browse and Search (Recipients)

- **Functionality**: Recipients can discover and search available donations across all categories
- **Core Features**:
    - Category-wise browsing with visual icons
    - Multi-filter system (category, condition, location, size/age group)
    - Search by keyword, brand, or specific item name
    - Sort by distance, posting date, or condition
    - Visual grid and detailed list view options
    - Detailed item information with photos
    - Save to favorites/wishlist functionality
- **Advanced Search Features**:
    - Size/age-specific filtering for clothes and items
    - Condition-based filtering
    - Availability date range filtering
    - Multiple category selection
- **User Experience**: Clean, mobile-friendly interface with clear categorization
- **Acceptance Criteria**:
    - Comprehensive filtering system works accurately
    - Visual category browsing with representative icons
    - Search functionality returns relevant results
    - Detailed item pages with all information and photos
    - Quick request functionality from search results
    - Wishlist/favorites management

3.2.4 Request and Coordination System

- **Functionality**: Comprehensive communication and coordination system for all item types
- **Core Features**:
    - Category-appropriate request process
    - Message system with item-specific templates
    - Automated notifications via email/SMS
    - Request approval/decline workflow
    - Contact information sharing upon approval
    - Status tracking throughout donation lifecycle
    - Pickup confirmation and completion
    - Feedback and rating system (optional)

- **Special Coordination Features**:
  - **Food Items**: Time-sensitive notifications, food safety reminders
  - **Electronics**: Condition verification, accessory checklists
  - **Large Items**: Pickup assistance coordination, transportation notes
  - **Clothing**: Size confirmation, seasonal appropriateness
- **Communication Templates**:
  - Pre-written messages for common coordination scenarios
  - Category-specific pickup instructions
  - Safety and handling guidelines
  - Thank you and completion messages
- **Acceptance Criteria**:
  - Streamlined request process for each category
  - Automated workflow with appropriate notifications
  - Clear communication channels between parties
  - Status visibility throughout the process
  - Category-specific coordination features
  - Completion confirmation from both parties

3.2.5 User Dashboard and Management

Functionality: Comprehensive dashboard tailored for multi-category donations

Donor Dashboard Features:

- **Quick Actions**: "Add New Donation" with category selection
- **Active Listings**: Overview with category icons and status indicators
- **Request Management**: Incoming requests organized by category and urgency
- **Donation History**: Impact metrics showing items donated across categories

Recipient Dashboard Features:

- **Category Browse**: Quick access to different donation categories
- **Need List**: Personal wishlist with priority ranking
- **Active Requests**: Status tracking for pending and approved requests
- **Received Items**: History with photos and donor information

Organization Dashboard Additional Features:

- **Bulk Requests**: Multi-item request capability
- **Capacity Management**: Current needs and storage availability

- **Team Coordination**: Multiple user access with role management
- **Impact Reporting**: Detailed metrics on items received and people served
- **Community Outreach**: Tools for sharing needs and success stories

Acceptance Criteria:

- Role-appropriate dashboard design with relevant features
- Category-specific organization and navigation
- Quick access to frequently used functions
- Personalization based on user activity and preferences
- Clear visual hierarchy and intuitive information architecture