

## Main Workflow

### 1 User Roles & Authentication

- Users sign up as **Admin, NGO (Manager/Volunteer), or Donor (Restaurant/Household)**.
- Admins verify users before granting full access.

### 2 Donation Process

#### Step 1: Food Donation (Donor - Restaurant/Household)

- Donors **list surplus food** with details (type, quantity, expiry, pickup location).
- Can edit/cancel donations before being claimed.

#### Step 2: Claiming Donations (NGO - Volunteers)

- Verified **NGOs & volunteers** browse available donations.
- Volunteers **claim donations** and coordinate pickup.

#### Step 3: Pickup & Delivery

- Volunteers **pick up food** from donors at the scheduled time.
- They **mark it as "picked up" and "delivered"** after successful handover.
- **Real-time tracking** (Google Maps integration) ensures smooth delivery.

# Roles and responsibilities

## 1. Admin (Full System Control)

### Responsibilities:

- Oversees the entire system, manages user roles, and monitors activities.

### Permissions:

### User Management:

- ✓ Register/login, forgot password.
- ✓ Manage users (delete, ban, restrict activities).
- ✓ Assign/remove roles (Manager, Volunteer, Donator).

### Content Management:

- ✓ Edit/manage page content (e.g., images, text, headings).

## **System Monitoring:**

- ✓ View activity logs.
- ✓ Oversee reports (e.g., flagged donations, volunteer issues).

## **Donation Management:**

- ✓ View, edit, or delete any donation.

## **Advanced Settings:**

- ✓ Manage platform settings (e.g., email configurations, notifications).

## **2. Manager (NGO Operations)**

### **Responsibilities:**

- Verifies users, manages NGO activities, and oversees volunteer operations.

### **Permissions:**

## **User Management:**

- ✓ Register/login, forgot password.
- ✓ Verify users.
- ✓ Assign/remove roles (Volunteer, Donator).

## **Monitoring:**

- ✓ View activity logs.
- ✓ Oversee NGO-related donations and volunteer actions.

## **Reporting:**

- ✓ Review flagged reports (e.g., donation issues, user complaints).

## **3. Volunteer**

### **Responsibilities:**

- Handles donation claims, pickups, and delivery logistics.

### **Permissions:**

## **User Actions:**

- ✓ Register/login, forgot password.

## Donation Workflow:

- ✓ View available donations.
- ✓ Accept/claim donations.
- ✓ Mark donations as "Claimed."
- ✓ Deliver donations and mark as "Delivered."
- ✓ Report donation issues.

## Check-in Feature:

- ✓ Upload images and posts on "Recent Check-ins" page (proof of deliveries).

## 4. Donators (Restaurant Manager & Household Donator)

### a. Restaurant Manager

#### Responsibilities:

- Creates and manages food donations from restaurants.

#### Permissions:

- ✓ Register/login, forgot password.

## Donation Workflow:

- ✓ Create donations (including food details, quantity, expiry, photos).
- ✓ Cancel donations before they are claimed.
- ✓ Confirm when donations are successfully claimed.

## Reporting:

- ✓ Report volunteer misconduct.

### b. Household Donator

#### Responsibilities:

- Creates and manages surplus food donations from households.

#### Permissions:

- ✓ Register/login, forgot password.

## Donation Workflow:

- ✓ Create donations (e.g., extra home-cooked food, unused groceries).
- ✓ Cancel donations before they are claimed.
- ✓ Confirm when donations are successfully claimed.

**Reporting:**

- ✓ Report volunteer misconduct.