

TO SUPPLY LEFTOVER FOOD TO POOR

Project Overview:

CRM System for Leftover Food Distribution to the Needy:

This project aims to develop a platform that effectively connects food donors—including restaurants, food businesses, and households—with charitable organizations and individuals in need. The primary objective is to minimize food waste by redistributing leftover food to poor and marginalized communities. A CRM system will oversee the entire workflow—from receiving food donations to organizing and tracking their distribution—ensuring that food is delivered to those who need it the most.

Key features include:

- **Donation Management:** A comprehensive tracking system for logging food donations, including donor details, type of food, quantity, and expiration dates.
- **Recipient Coordination:** A database to manage and categorize recipient organizations (e.g., shelters, food banks) and direct beneficiaries (e.g., low-income families), ensuring equitable distribution.
- **Delivery Logistics:** Integrated scheduling and routing for food pickup and delivery, helping to reduce waste and ensure food is delivered in a timely manner.
- **Volunteer and Resource Management:** Tools to coordinate volunteers who will help with food collection, packaging, and distribution, maximizing operational efficiency.
- **Impact Tracking and Reporting:** Analytics tools that monitor and report on the volume of food redistributed, tracking how many people are served, and measuring the project's social impact.

This CRM system meets critical business needs by addressing food insecurity, reducing food waste, and enhancing the efficiency of charitable food distribution efforts. It helps organizations work more effectively, ensuring that no food goes to waste while supporting those in dire need.

Objectives:

The core aim of the FOODCONNECT CRM project is to establish a structured, technology-enabled platform for managing the collection and distribution of leftover food from restaurants,

hotels, and events to underprivileged communities. Utilizing the capabilities of Salesforce CRM, the system enables efficient tracking of food donations, automates the logistics and scheduling of pickups and deliveries, and maintains detailed records of both donors and beneficiaries. This initiative not only helps reduce food wastage but also strengthens donor relationships through consistent communication and acknowledgment. Furthermore, the CRM enhances transparency and accountability by generating meaningful reports, supporting the initiative's growth, attracting potential partners, and fostering trust among stakeholders. Ultimately, the project creates significant social impact by efficiently connecting surplus food sources with those in need, while streamlining traditionally manual and inefficient processes.

Phase 1: Requirement Analysis & Planning

Understanding Business Requirements: The key requirement of this project is to build a well-organized platform that connects restaurants, hotels, and event organizers willing to donate leftover food with NGOs and volunteer groups responsible for distributing it to the poor. The system must efficiently track food availability, coordinate timely pickups and deliveries, monitor the reach to beneficiaries, and maintain transparent and accurate records. It should provide users with a solution that reduces manual coordination, prevents food spoilage, and ensures that surplus food is safely and swiftly delivered to those in need—**with NGOs and volunteer groups playing a central role in the distribution process.**

Defining Project Scope and Objectives:

- Build a CRM system on Salesforce to register and manage the profiles of food donors (like restaurants and hotels) and recipients (such as NGOs, shelters, and volunteer groups).
- Automate the scheduling of food pickups and assign delivery tasks based on the type, quantity, and location of the food.
- Keep a detailed history of all food donations and distributions for easy tracking and reporting.
- Set up notifications and reminders to make sure pickups happen on time, and send thank-you messages to donors after successful deliveries.
- Create useful dashboards that show how much food has been saved, how many people have been helped, and how actively partners are involved—helping promote the project and bring in new donors.

Design Data Model and Security Model:

The data model includes custom objects such as Donor, Food Donation, Pickup Schedule, Recipient, and Distribution Record. These objects are linked with proper relationships to keep a clear record from the time food is donated to when it is delivered. The security model uses profiles and role hierarchies to make sure that restaurant managers, NGO coordinators, and volunteer drivers can only see the data that's relevant to their roles. **Permission sets and sharing rules** are also used to protect data privacy while allowing smooth collaboration between different partners.

Phase 2: Salesforce Development - Backend & Configurations

Setup environment & DevOps workflow: A dedicated Salesforce sandbox environment was set up for the development and initial testing of the FOODCONNECT CRM. This enabled isolated customization without impacting production data. A simple DevOps process was followed using Change Sets to migrate metadata from the sandbox to production, ensuring controlled deployments and version management.

Customization of Objects, Fields, Validation Rules, Automation:

Create Venue Object

To create an object:

1. From the setup page >> Click on Object Manager >> Click on Create >> Click on Custom Object.
 - Enter the label name >> Venue
 - Plural label name >> Venues
 - Enter Record Name Label and Format
 - 1. Record Name >> Venue Name
 - 2. Data Type >> Text
2. Click on Allow reports and Track Field History, Allow Activities.
3. Allow search >> Save.

The screenshot shows the Salesforce Setup interface. The top navigation bar has tabs for 'Home | Salesforce' and 'Venue | Salesforce'. The URL in the address bar is 'orgfarm-1e336abd34-dev-ed.develop.lightning.force.com/lightning/se...'. Below the navigation is a toolbar with icons for Home, Search, and Setup. The main area is titled 'SETUP > OBJECT MANAGER' and shows the 'Venue' object details. On the left, a sidebar lists various configuration options: Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, and List View Button Layout. The main 'Details' section shows the following fields:

Field	Value
Description	[Empty]
API Name	Venue_c
Custom	✓
Singular Label	Venue
Plural Label	Venues
Enable Reports	✓
Track Activities	✓
Track Field History	✓
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

At the bottom right of the main area are 'Edit' and 'Delete' buttons.

Create Drop-Off Point Object

To create an object:

1. From the setup page >> Click on Object Manager >> Click on Create >> Click on Custom Object.
 - Enter the label name >> Drop-Off Point
 - Plural label name >> Drop-Off Points
 - Enter Record Name Label and Format
 - a. Record Name >> Drop-Off point Name

b. Data Type >> Text

2. Click on Allow reports and Track Field History, Allow Activities

3. Allow search >> Save.

The screenshot shows the Salesforce Setup interface. The top navigation bar includes tabs for Home, Drop-Off Point, and Object Manager. The main title is "Drop-Off Point". On the left, a sidebar lists various object configuration options: Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, and List View Button Layout. The main content area is titled "Details" and shows the following fields for the "Drop-Off Point" object:

Description	
API Name	Drop_Off_Point_c
Custom	✓
Singular Label	Drop-Off Point
Plural Label	Drop-Off Points
Enable Reports	✓
Track Activities	✓
Track Field History	✓
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

Buttons for Edit and Delete are located in the top right corner of the details section.

Create Task Object

To create an object:

1. From the setup page >> Click on Object Manager >> Click on Create >> Click on Custom Object.
1. Enter the label name>> Task

2. Plural label name>> Tasks
 3. Enter Record Name Label and Format
 - Record Name >> Task Name
 - Data Type >> Text
1. Click on Allow reports and Track Field History,Allow Activities
 2. Allow search >> Save

The screenshot shows the Salesforce Object Manager interface. The top navigation bar has tabs for Home | Salesforce and Task | Salesforce. Below the navigation bar is a toolbar with various icons. The main header says "SETUP > OBJECT MANAGER" and "Task". On the left, there's a sidebar with a "Details" tab selected, listing options like Fields & Relationships, Page Layouts, Lightning Record Pages, etc. The main content area shows the "Details" tab for the Task object. It includes fields for Description, API Name (Task_c), Custom (✓), Singular Label (Task), Plural Label (Tasks), and checkboxes for Enable Reports (✓), Track Activities (✓), and Track Field History (✓). It also shows Deployment Status (Deployed) and Help Settings (Standard salesforce.com Help Window).

Details	
Description	
API Name	Task_c
Custom	✓
Singular Label	Task
Plural Label	Tasks
Enable Reports	✓
Track Activities	✓
Track Field History	✓
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

Create Volunteer Object

To create an object:

1. From the setup page >> Click on Object Manager>> Click on Create >> Click on Custom Object.
1. Enter the label name>> Volunteer
2. Plural label name>> Volunteers
3. Enter Record Name Label and Format
 - Record Name >> Volunteer Name
 - Data Type >> Text
1. Click on Allow reports and Track Field History, Allow Activities
2. Allow search >> Save.

The screenshot shows the Salesforce Setup interface. The top navigation bar has tabs for 'Home | Salesforce' and 'Volunteer | Salesforce'. The URL in the address bar is 'orgfarm-1e336abd34-dev-ed.develop.lightning.force.com/lightning/se...'. Below the header is a toolbar with icons for Home, Search, and various setup functions. The main area is titled 'SETUP > OBJECT MANAGER' and shows the 'Volunteer' object details. On the left, a sidebar lists various configuration options: Fields & Relationships, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, Related Lookup Filters, Search Layouts, and List View Button Layout. The main 'Details' section shows the following fields:

Field	Value
Description	
API Name	Volunteer_c
Custom	✓
Singular Label	Volunteer
Plural Label	Volunteers
Enable Reports	✓
Track Activities	✓
Track Field History	✓
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window

At the bottom right of the main area are 'Edit' and 'Delete' buttons.

Create Execution Details Object

To create an object:

1. From the setup page >> Click on Object Manager >> Click on Create >> Click on Custom Object.
1. Enter the label name >> Execution Detail
2. Plural label name >> Execution Details
3. Enter Record Name Label and Format
 - Record Name >> Execution Detail Name

- Data Type >> Text

1. Click on Allow reports and Track Field History, Allow Activities
2. Allow search >> Save.

The screenshot shows the Salesforce Setup interface with the following details:

- Header:** Home | Salesforce, Execution Detail | Salesforce, orgfarm-1e336abd34-dev-ed.develop.lightning.force.com/lightning/se...
- Toolbar:** Search Setup, various icons for navigation and settings.
- Navigation:** Setup, Home, Object Manager
- Section:** SETUP > OBJECT MANAGER, Execution Detail
- Left Sidebar (Details):**
 - Fields & Relationships
 - Page Layouts
 - Lightning Record Pages
 - Buttons, Links, and Actions
 - Compact Layouts
 - Field Sets
 - Object Limits
 - Record Types
 - Related Lookup Filters
 - Search Layouts
 - List View Button Layout
- Right Panel (Details):**

Setting	Value
Description	
API Name	Execution_Detail_c
Custom	✓
Singular Label	Execution Detail
Plural Label	Execution Details
Enable Reports	✓
Track Activities	✓
Track Field History	✓
Deployment Status	Deployed
Help Settings	Standard salesforce.com Help Window
- Buttons:** Edit, Delete

Creation of Relationship fields in objects

Creation of Lookup Relationship Field on Volunteer Object:

1. Go to setup >> click on Object Manager >> type object name (Volunteer) in the search

bar >> click on the object.

1. Now click on “Fields & Relationships” >> New
2. Select Master Detail relationship
3. Select the related object “Drop-Off point” and click next.

The screenshot shows the Salesforce Object Manager interface for the 'Volunteer' object. On the left, a sidebar lists various configuration options under 'Fields & Relationships'. The main panel displays 'Field Information' for a field named 'Drop-Off Point'. The 'Related To' field is set to 'Drop-Off Point' and the 'Child Relationship Name' is 'Volunteers'. The 'Sharing Setting' is 'ReadWrite: Allows users with at least ReadWrite access to the Master record to create, edit, or delete related Detail records.' The 'Master-Detail Options' section also includes 'Representable Master Detail' and a 'Lookup Filter' section indicating 'No lookup filters defined.'

1. Field Name: Drop_off point
2. Field label: Auto generated
3. Next >> Next >> Save.

Creation of Master Detail Relationship Field on Execution Details Object:

1. Go to setup >> click on Object Manager >> type object name (Execution Details) in the search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Master Detail relationship

- Select the related object “Volunteer” and click next.

The screenshot shows the Salesforce Object Manager interface for the 'Execution Detail' object. On the left, a sidebar lists various setup options like Page Layouts, Lightning Record Pages, and Fields & Relationships. The main content area displays the 'Custom Field Definition Detail' for a field named 'Volunteer'. The 'Field Information' section shows the field label as 'Volunteer', field name as 'Volunteer__c', and data type as 'Master-Detail'. The 'Master-Detail Options' section shows it is related to the 'Volunteer' object. A 'Lookup Filter' section is also present at the bottom.

- Field Name: Volunteer

- Field label: Auto generated

- Next >> Next >> Save.

Creation of Master Detail Relationship Field on Execution Details Object :

- Go to setup >> click on Object Manager >> type object name(Execution Details) in the search bar >> click on the object.
- Now click on “Fields & Relationships” >> New
- Select Master Detail relationship
- Select the related object “Task” and click next.
- Field Name: Task

The screenshot shows the Salesforce Setup interface with the following details:

- Page Title:** Execution Detail | Salesforce
- URL:** orgfarm-1e36ab3d4-dev-ed.lightning.force.com/lightning/setup/ObjectManager/01lgK00001DlcsT/fieldsAndRelationships/00NgK00001B93lt/view
- Section:** SETUP > OBJECT MANAGER
- Object:** Execution Detail
- Tab:** Fields & Relationships
- Custom Field Definition Detail:**
 - Field Information:**
 - Field Label: Task
 - Field Name: Task
 - API Name: Task__c
 - Description: Help Text
 - Data Owner: Field Usage
 - Data Sensitivity Level: Compliance Categorization
 - Created By: Sreedhar Reddy (Rollback), 7/22/2020, 8:22 AM
 - Modified By: Sreedhar Reddy (Rollback), 7/22/2020, 8:22 AM
 - Master-Detail Options:**
 - Related To: Task
 - Related List Label: Execution Details
 - Sharing Setting: Read/Write: Allows users with at least Read/Write access to the Master record to create, edit, or delete related Detail records.
 - Representable Master Detail:

6. Field label: Auto generated

7. Next >> Next >> Save.

Creation of Lookup Relationship Field on Drop-Off Point Object:

1. Go to setup >> click on Object Manager >> type object name (Drop-Off Point) in the search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Lookup relationship
4. Select the related object “Venue” and click next.

The screenshot shows the Salesforce Setup interface with the following details:

- Page Layouts**
- Lightning Record Pages**
- Buttons, Links, and Actions**
- Compact Layouts**
- Field Sets**
- Object Limits**
- Record Types**
- Related Lookup Filters**
- Search Layouts**
- List View Button Layout**
- Restriction Rules**
- Scoping Rules**

Custom Field Definition Detail

Field Information	Object Name	Data Type
Field Label: Venue	Venue	Lookup
Field Name: API Name	Venue__c	
Description:		
Help Text:		
Data Owner:		
Field Usage:		
Data Sensitivity Level:		
Compliance Categorization:		
Created By:	Sreedhar Rodey Balasub	Created By: Sreedhar Rodey Balasub
	7/22/2025, 8:23 AM	7/22/2025, 8:23 AM
		Modified By: Sreedhar Rodey Balasub
		7/27/2025, 7:34 AM
Lookup Options		
Related To:	Venue	Child Relationship Name: Drop_Off_Points
Related List Label:	Drop-Off Points	
Required:	<input type="checkbox"/>	
What to do if the lookup record is deleted?	Clear the value of this field.	
Lookup Filter		

5. Field Name: Venue

6. Field label: Venue__c

7. Next >> Next >> Save.

Creation of Lookup Relationship Field on Task Object:

1. Go to setup>> click on Object Manager >> type object name (Task) in the search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Lookup relationship
4. Select the related object “Venue” and click next.
5. Field Name: Sponsored By

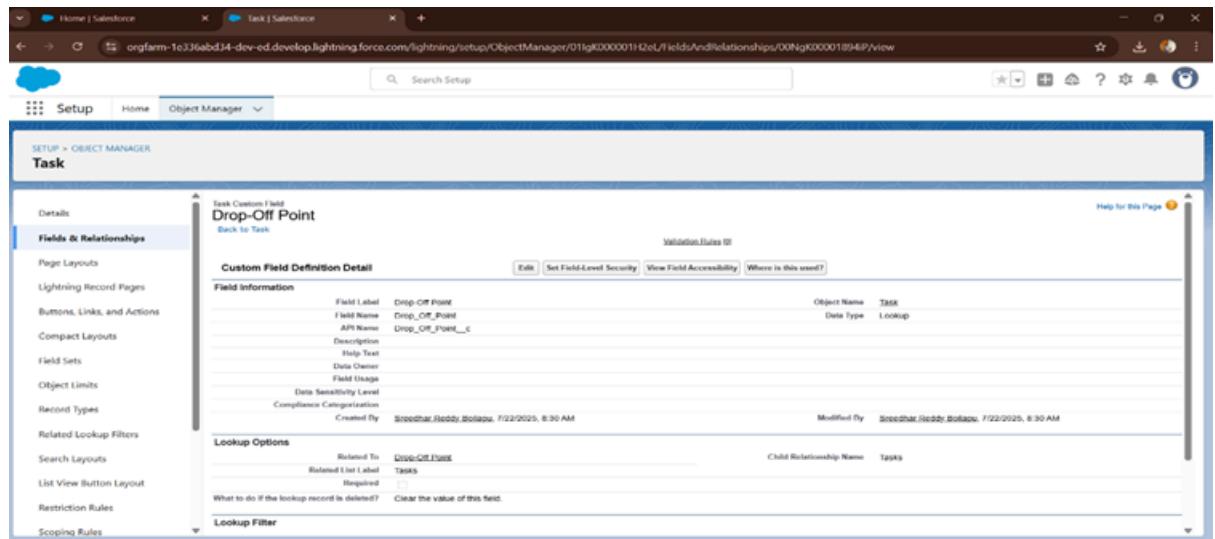
The screenshot shows the Salesforce Setup interface with the 'Object Manager' selected. A custom field named 'Sponsored By' is being created for the 'Task' object. The field is defined as a lookup type, pointing to the 'User' object. The 'Field Label' is 'Sponsored By', and the 'API Name' is 'Sponsored_By__c'. The 'Data Type' is 'Lookup' and the 'Object Name' is 'Task'. The 'Related To' field is set to 'User'.

6. Field label: Auto generated

7. Next >> Next >> Save.

Creation of Lookup Relationship Field on Task Object:

1. Go to setup>> click on Object Manager >> type object name(Task) in the search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Lookup relationship
4. Select the related object “Drop-Off point” and click next.
5. Field Name: Drop-Off point

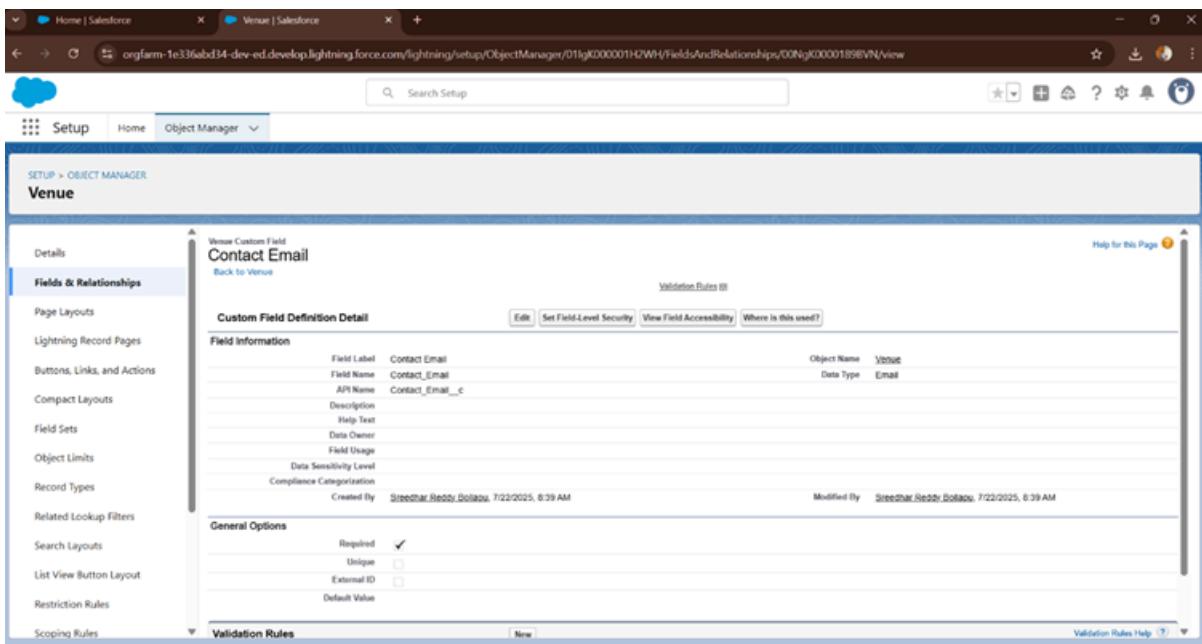


6.

7. Field label: Auto generated
8. Next >> Next >> Save.

Creation of fields for the Venue object

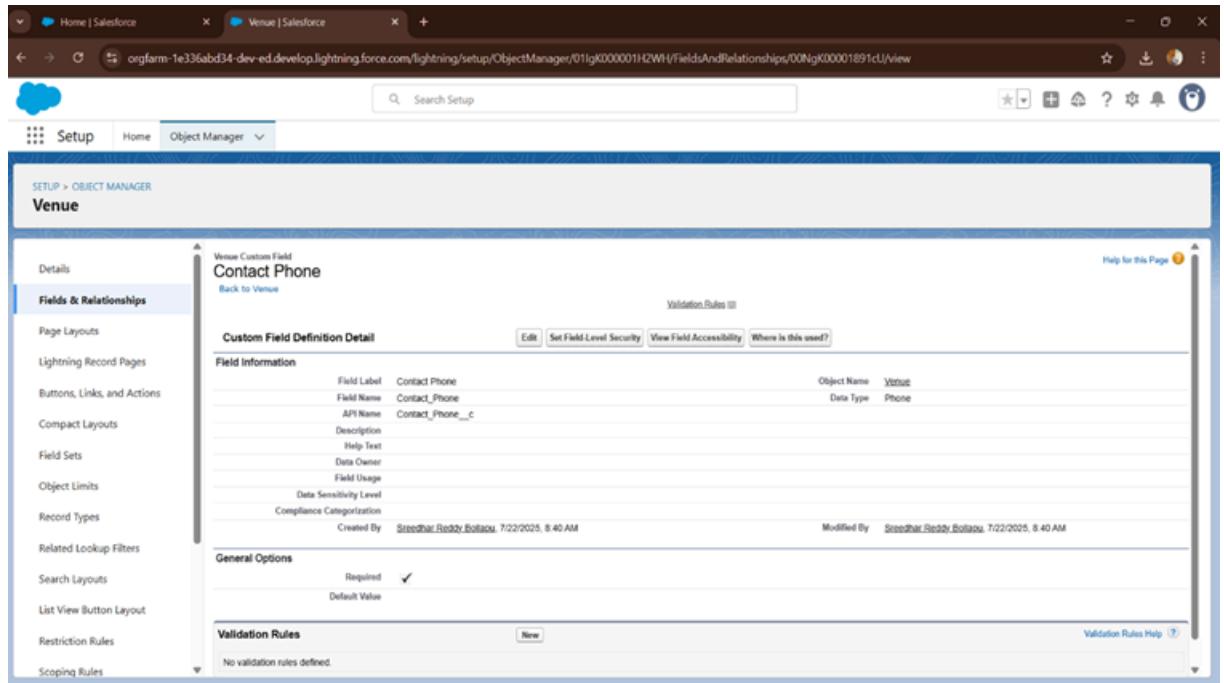
1. Go to setup >> click on Object Manager >> type object name(Venue) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Email” and Click on Next
4. Fill the Above as following:
 - Field Label: Contact Email
 - Field Name: Contact Email



- Click on required check box
- Click on Next >> Next >> Save and new.

To create another fields in an object:

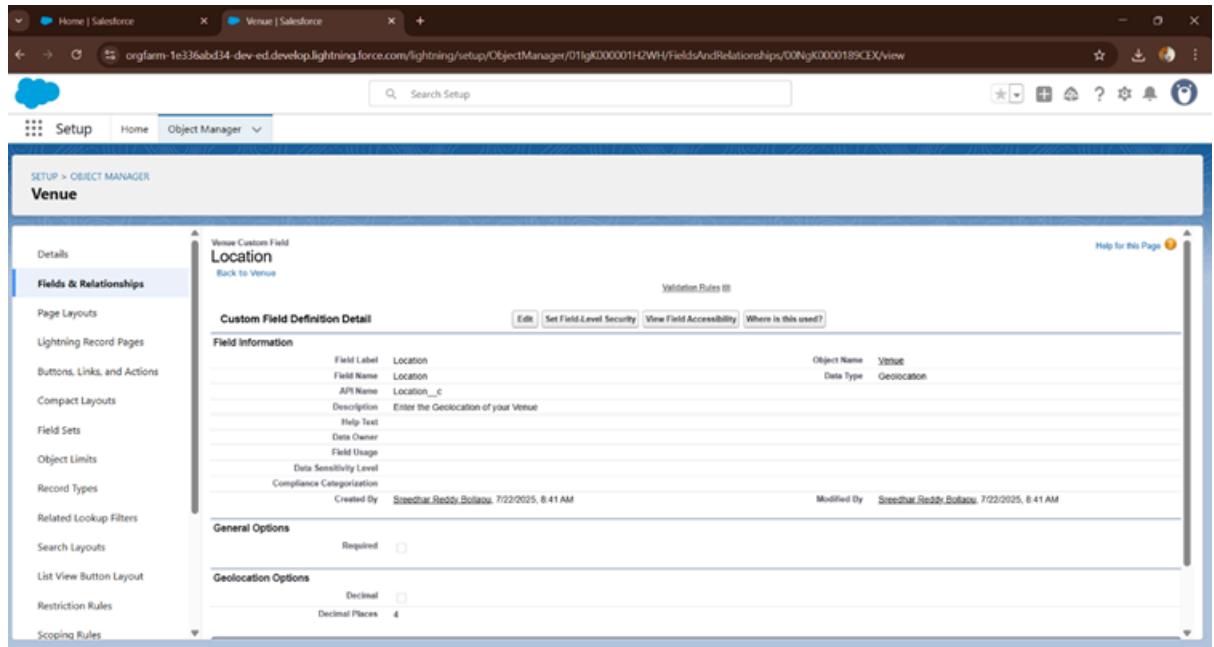
1. Go to setup >> click on Object Manager >> type object name(Venue) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Phone” and Click on Next
4. Fill the Above as following:
 - Field Label: Contact Phone
 - Field Name: Contact Phone



- Click on required check box
- Click on Next >> Next >> Save and new.

To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Venue) in search bar >>click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Geolocation” and Click on Next
4. Fill the Above as following:
 - Field Label: Location
 - Decimal Places: 4
 - Field Name: Location



- Description: Enter the Geolocation of your Venue
- Click on Next >> Next >> Save and new.

To create other fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Venue) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Long Text Area” and Click on Next

The screenshot shows the Salesforce Object Manager interface. A custom field named 'Venue Location' has been created for the 'Venue' object. The field is defined as a 'Long Text Area' type. It has a field label of 'Venue Location' and an API name of 'Venue_Location__c'. The object name is 'Venue'. The 'Validation Rules' section is currently collapsed.

4. Fill the Above as following:

- Field Label : Venue Location
- Field Name : Venue_Location
- Click on Next >> Next >> Save and new.

Creation of fields for the Drop-Off point object

Go to setup >> click on Object Manager >> type object name(Drop-Off point) in search bar >> click on the object.

2. Now click on “Fields & Relationships” >> New

3. Select Data type as a “Geolocation” and Click on Next

The screenshot shows the Salesforce Setup interface under the Object Manager. A custom field named 'Location 2' is being created for the 'Drop-Off Point' object. The field is defined as a Geolocation type. The 'Field Information' section includes details like Field Label ('Location 2'), Field Name ('Location_2'), API Name ('Location_2__c'), Description ('Enter the Geolocation of the Drop off Point'), and Data Type ('Geolocation'). The 'General Options' section shows 'Required' is unchecked. The 'Geolocation Options' section has 'Decimal' checked and 'Decimal Places' set to 4.

4. Fill the Above as following:

- Field Label: Location 2
- Field Name: gets auto generated
- Description: Enter the Geolocation of the Drop off Point
- Geolocation Options: select Decimal
- Decimal Places: 4
- Click on Next >> Next >> Save and new.

To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name (Drop-Off point) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Formula” and Click on Next

The screenshot shows the Salesforce Setup interface with the following details:

- Page Header:** Home | Salesforce, Drop-Off Point | Salesforce
- Search Bar:** Search Setup
- Navigation:** Setup, Home, Object Manager
- Breadcrumbs:** SETUP > OBJECT MANAGER > Drop-Off Point
- Left Sidebar (Fields & Relationships):**
 - Details
 - Fields & Relationships** (selected)
 - Page Layouts
 - Lightning Record Pages
 - Buttons, Links, and Actions
 - Compact Layouts
 - Field Sets
 - Object Limits
 - Record Types
 - Related Lookup Filters
 - Search Layouts
 - List View Button Layout
 - Restriction Rules
 - Scoping Rules
- Custom Field Definition Detail:**
 - Field Information:**
 - Field Label: distance calculation
 - Field Name: distance_calculation
 - API Name: distance_calculation_c
 - Description: (empty)
 - Help Text: (empty)
 - Data Owner: (empty)
 - Field Usage: (empty)
 - Data Sensitivity Level: (empty)
 - Compliance Categorization: (empty)
 - Created By: Sreethar Reddy Bolaga, 7/22/2025, 8:47 AM
 - Modified By: Sreethar Reddy Bolaga, 7/22/2025, 8:47 AM
- Formula Options:**
 - Data Type: Formula
 - Decimal Places: 2
 - Formula: DISTANCE(Location_2__c, Venue__r.Location__c, 'km')

4. Fill the Above as following:

- Field Label: distance calculation
- Field Name: distance_calculation
- Formula Return Type: Number
- Formula Options: DISTANCE(Location_2__c , Venue__r.Location__c , 'km')
- Click on Next >> Next >> Save and new.

To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name (Drop-Off point) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Picklist” and Click on Next
4. Fill the Above as following:
 - Field Label: State
 - Field Name: State
 - Enter values, with each value separated by a new line:

Andhra Pradesh

Arunachal Pradesh

Assam

Bihar

Chhattisgarh

Goa

Gujarat

Haryana

Himachal Pradesh

Jharkhand

Karnataka

Kerala

Maharashtra

Madhya Pradesh

Manipur

Meghalaya

Mizoram

Nagaland

Odisha

Punjab

Rajasthan

Sikkim

Tamil Nadu

Tripura

Telangana

Uttar Pradesh

Uttarakhand

West Bengal

Andaman & Nicobar (UT)

Chandigarh (UT)

Dadra & Nagar Haveli and Daman & Diu (UT)

Delhi [National Capital Territory (NCT)]

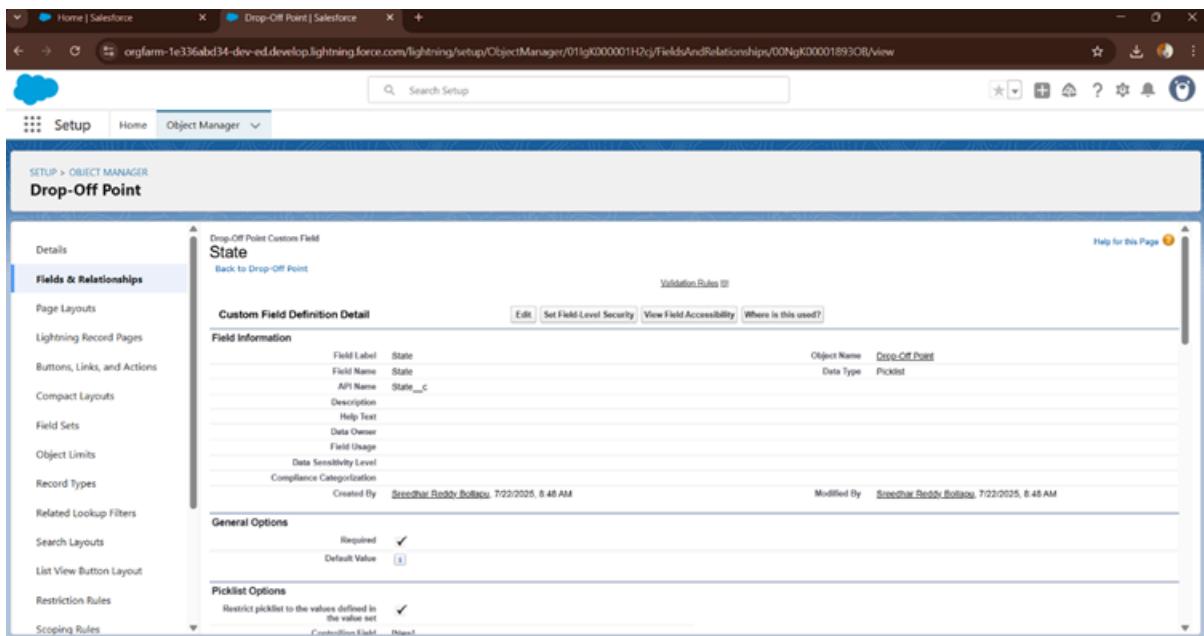
Jammu & Kashmir (UT)

Ladakh (UT)

Lakshadweep (UT)

Puducherry (UT)

- Click on required check box

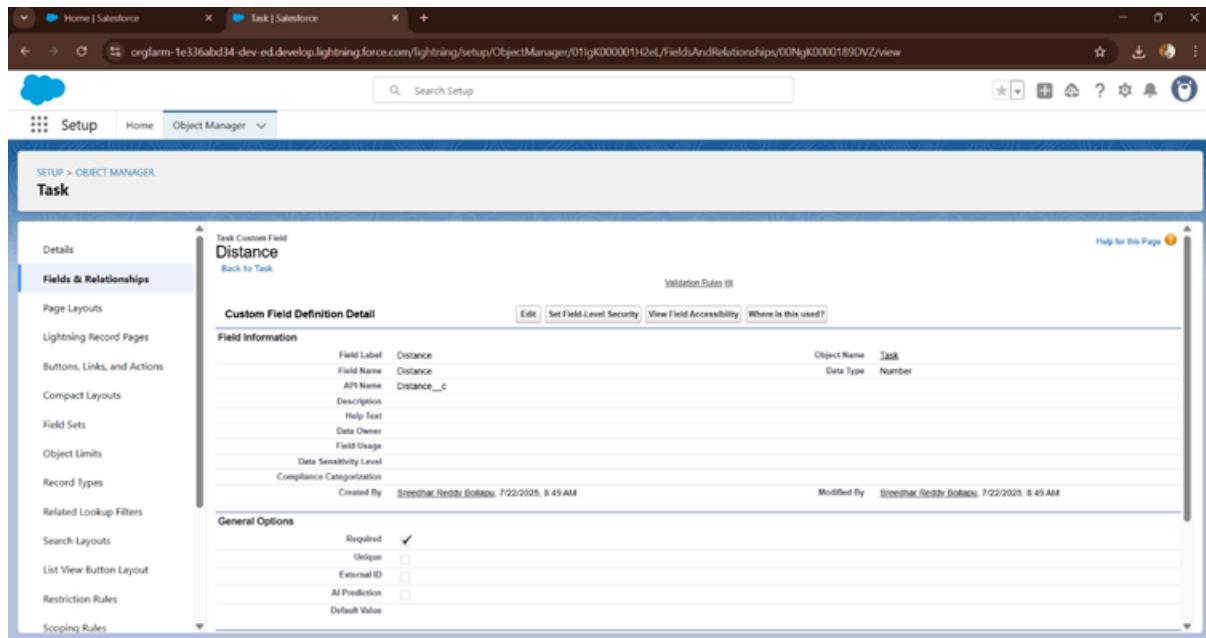


- Click on Next >> Next >> Save and new.

To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.

2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Number” and Click on Next

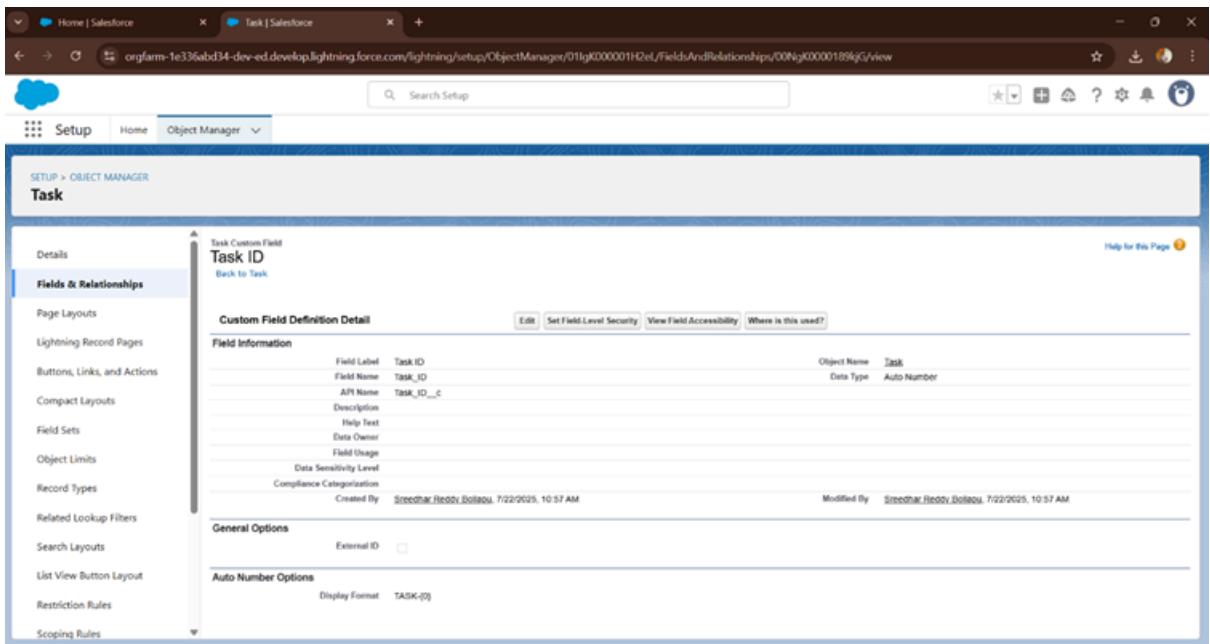


4. Fill the Above as following:

 - Field Label: Distance
 - Field Name: Distance
 - Length: 14
 - Decimal Places: 4
 - Click on required check box
 - Click on Next >> Next >> Save and new.

Creation of fields for the Task object

1. Go to setup>> click on Object Manager >> type object name (Task) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Auto Number” and Click on Next

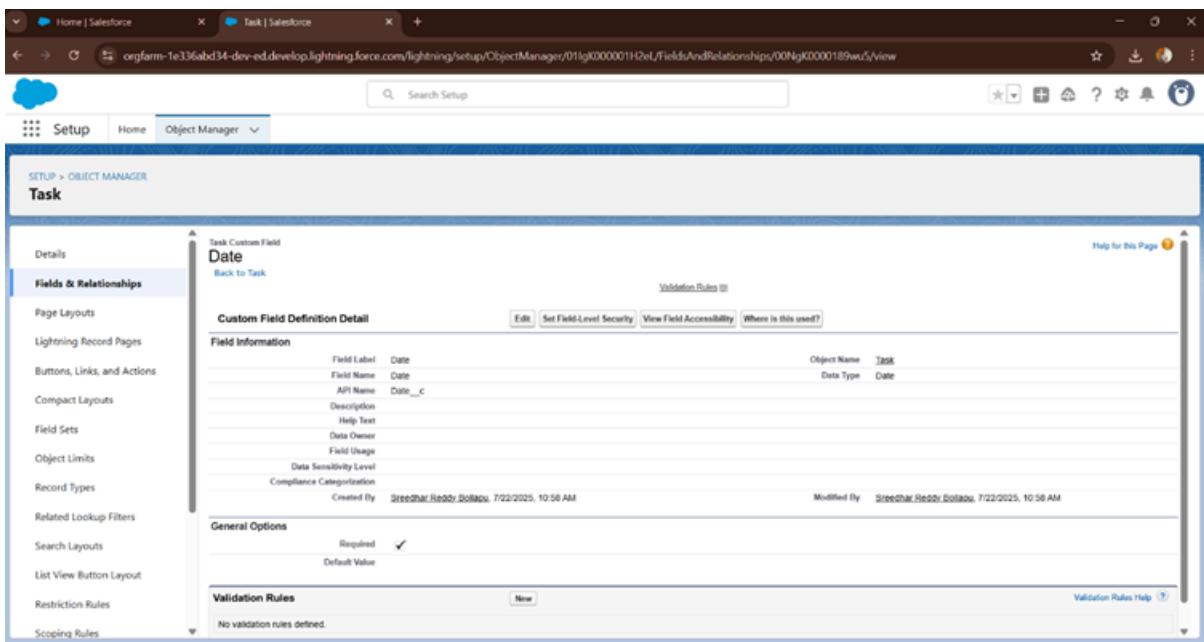


4. Fill the Above as following:

- Field Label: Task ID
- Display Format: TASK- {0}
- Starting Number: 1
- Field Name: gets auto generated
- Click on required check box
- Click on Next >> Next >> Save and new.

To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Date” and Click on Next



4. Fill the Above as following:

- Field Label: Date
- Field Name: Date
- Click on required check box
- Click on Next >> Next >> Save and new.

To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name (Task) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Picklist (Multi-Select)” and Click on Next

4. Fill the Above as following:

- Field Label: Food Category
- Field Name: Food Category
- Enter values, with each value separated by a new line :

Veg

Non-Veg

Salad

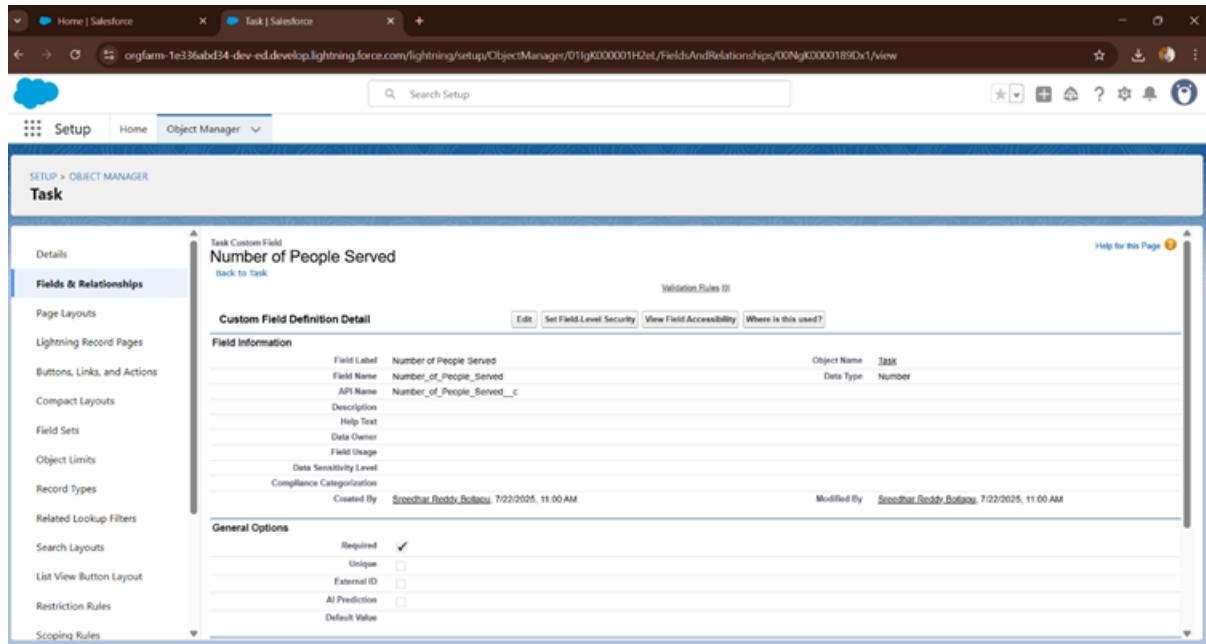
Snack

- Click on required check box
- Click on Next >> Next >> Save and new.

To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New

3. Select Data type as a “Number” and Click on Next

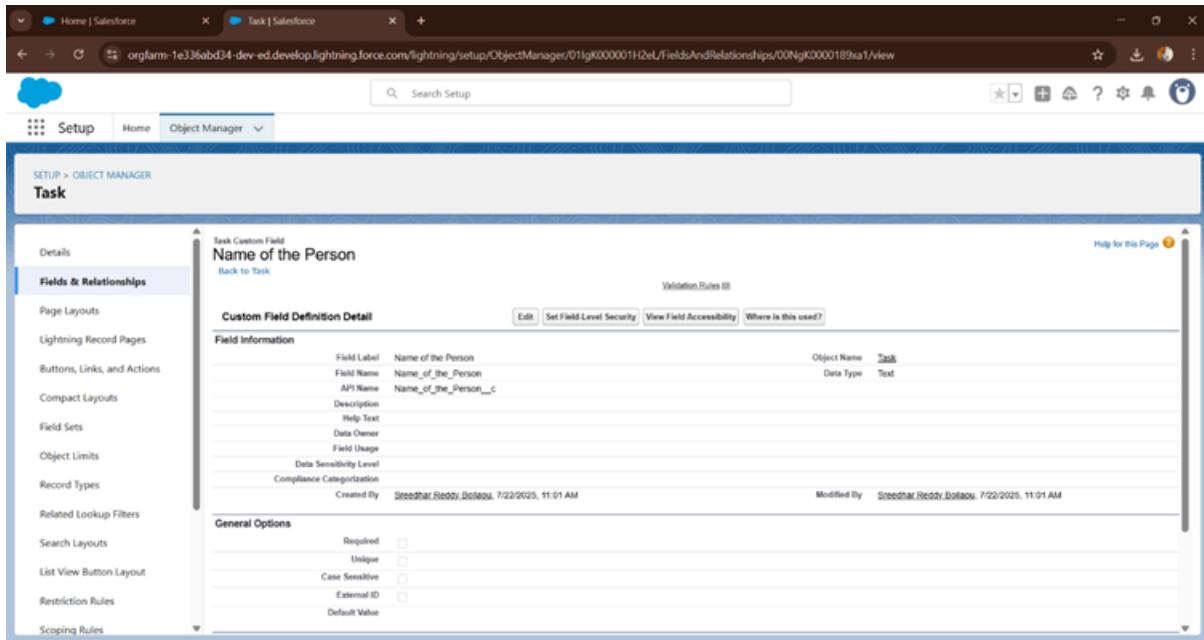


4. Fill the Above as following:

- Field Label: Number of People Served
- Field Name: Number_of_People_Served
- Click on required check box
- Click on Next >> Next >> Save and new.

To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Text” and Click on Next

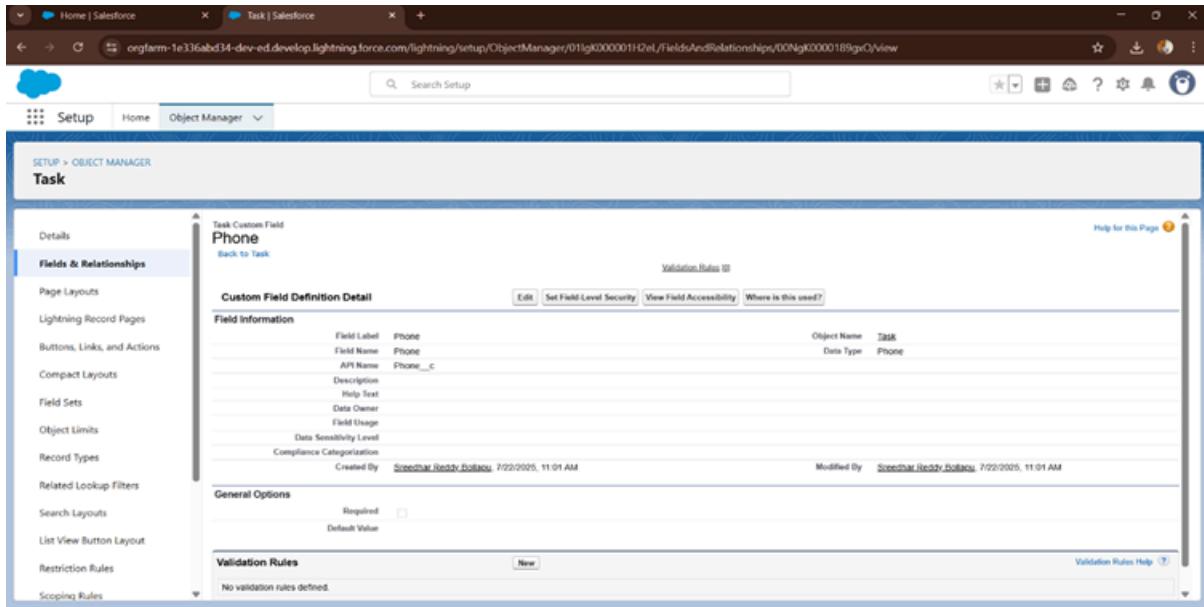


4. Fill the Above as following:

- Field Label: Name of the Person
- Field Name: Name_of_the_Person
- Click on Next >> Next >> Save and new.

To create another fields in an object:

1. Go to setup>> click on Object Manager >> type object name(Task) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Phone” and Click on Next

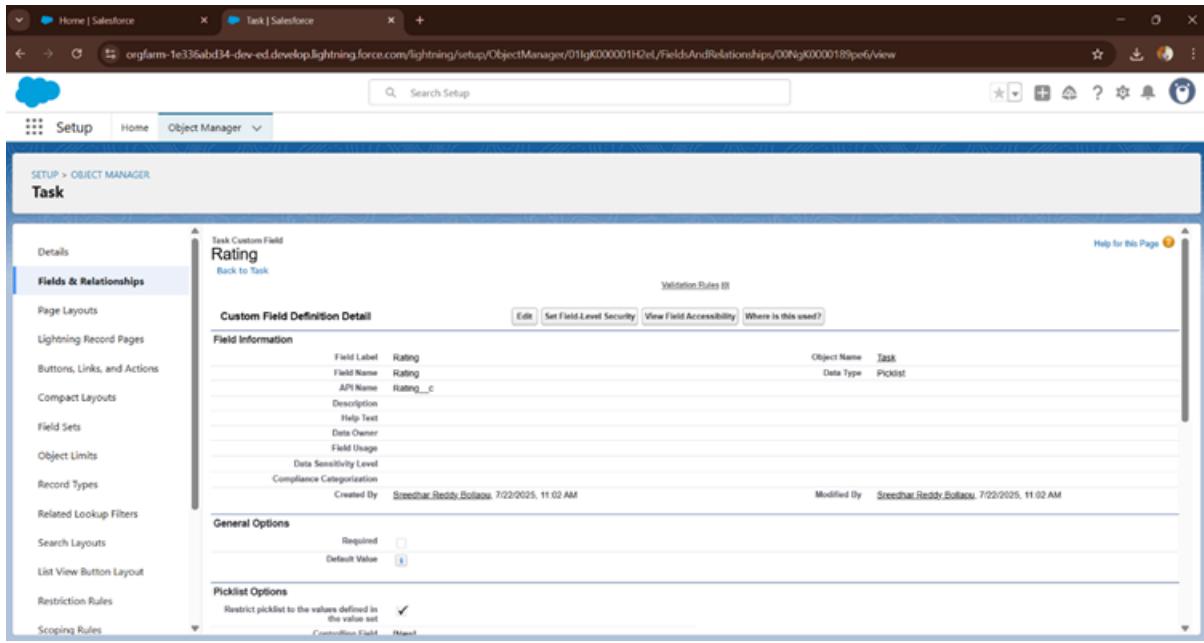


4. Fill the Above as following:

- Field Label: Phone
- Field Name: Phone
- Click on Next >> Next>> Save and new.

To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name(Task) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Pick List” and Click on Next



4. Fill the Above as following:

- Field Label: Rating
- Field Name: Rating
- Enter values, with each value separated by a new line:
- Click on Next >> Next >> Save and new.

To create another fields in an object:

1. Go to setup >> click on Object Manager >> type object name (Task) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New
3. Select Data type as a “Long Text Area” and Click on Next

The screenshot shows the Salesforce Setup interface with the URL <https://orgfarm-1e336abd4-dev-ed.lightning.force.com/lightning/setup/ObjectManager/01IgK00001H2el/FieldsAndRelationships/00NgK000189rRa/view>. The page title is "Task | Salesforce". The left sidebar under "SETUP > OBJECT MANAGER" has "Task" selected. The main content area shows the "Task Custom Field Feedback" setup page. The "Field Information" section includes fields like Field Label (Feedback), Field Name (Feedback), API Name (Feedback__c), and Data Type (Long Text Area). The "General Options" section shows Default Value. The "Long Text Area Options" section shows #Visible Lines (3) and Length (52,768). The "Validation Rules" section has a "New" button. The top right has a "Help for this Page" link.

4. Fill the Above as following:

- Field Label: Feedback
- Field Name: Feedback
- Click on Next >> Next >> Save and new.

Creation of fields for the Execution Details object

1. Go to setup >> click on Object Manager >> type object name (Volunteer) in search bar >> click on the object.

2. Now click on “Fields & Relationships” >> New

3. Select Data type as a “Auto Number” and Click on Next

The screenshot shows the Salesforce Setup interface for creating a custom field. The object is 'Volunteer' and the field is 'Execution ID'. The 'Fields & Relationships' tab is selected. The field definition includes:

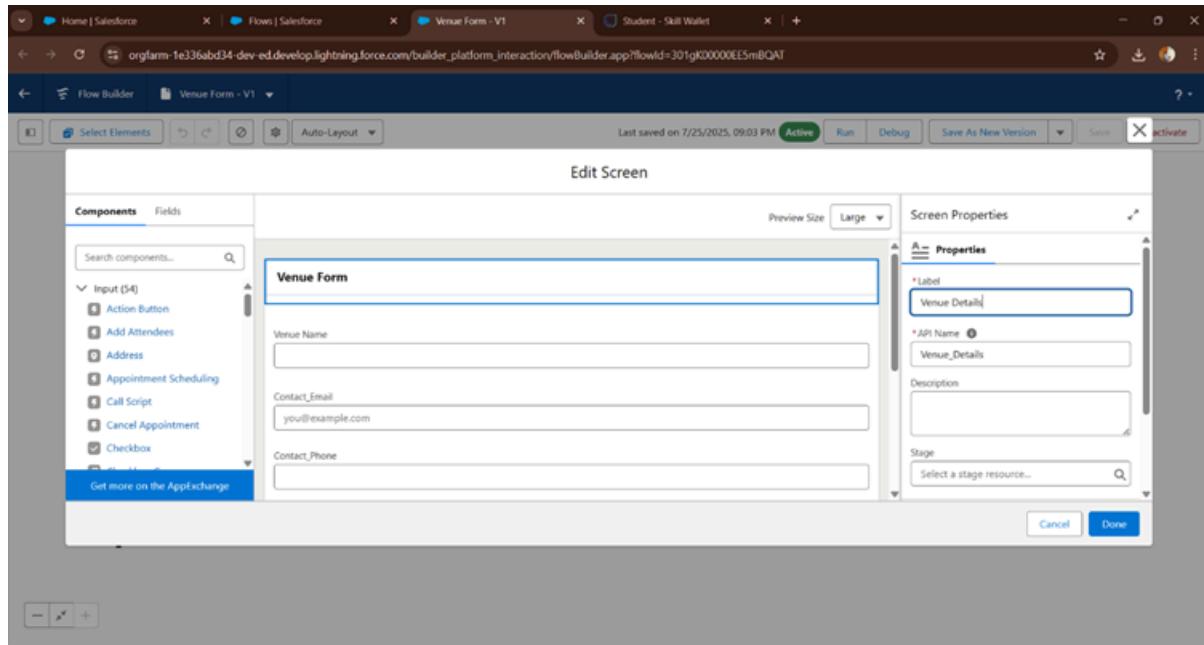
- Field Label:** Execution ID
- Field Name:** Execution_ID
- API Name:** Execution_ID_c
- Description:** Help Text
- Data Owner:** Data Owner
- Field Usage:** Data Sensitivity Level
- Compliance Categorization:** Created By: Sreedhar.Reddy.Bollapu, 7/22/2025, 11:09 AM
- General Options:** External ID:
- Auto Number Options:** Display Format:

4. Fill the Above as following:

- Field Label: Execution ID
- Field Name: gets auto generated
- Click on required check box
- Click on Next >> Next >> Save and new.

Create Flow to create a record in Venue object

1. Go to setup >> type Flow in quick find box >> Click on the Flow and Select the New Flow.
2. Select the Screen flow. Click on create.
3. Click on the '+' icon in between start and end and click on screen element.
4. Under the Screen Properties:
 - Label: Venue Details
 - API Name: Venue_Details



1. Now let's add components in this flow. Click on Text Component and name it as:

Label: Venue Name

API Name: Venue_Name

1. Click on Email Component and name it as:

Label: Email

API Name: Contact_Email

1. Click on Phone Component and name it as:

Label: Phone

API Name: Contact_Phone

1. Click on Text Component and name it as:

Label: Venue Location

API Name: Venue_Location

1. Click on Number Component and name it as:

Label: Latitude

API Name: Latitude

1. Click on Number Component and name it as:

Label: longitude

API Name: longitude

1. Next click on Done. This would like below

1. Click on the '+' icon in between Venue details and end and click on create record element.

2. Now label it as

Label: Create Venue Record

API Name: Create_Venue_Record

How Many Records to Create: One

How to Set the Record Fields: Use separate resources, and literal values

Object: Venue

Set Field Values for the Venue: Click on 'Add Field' 5 times

Field: Value = Contact_Email_c : {! Contact_Email.value}

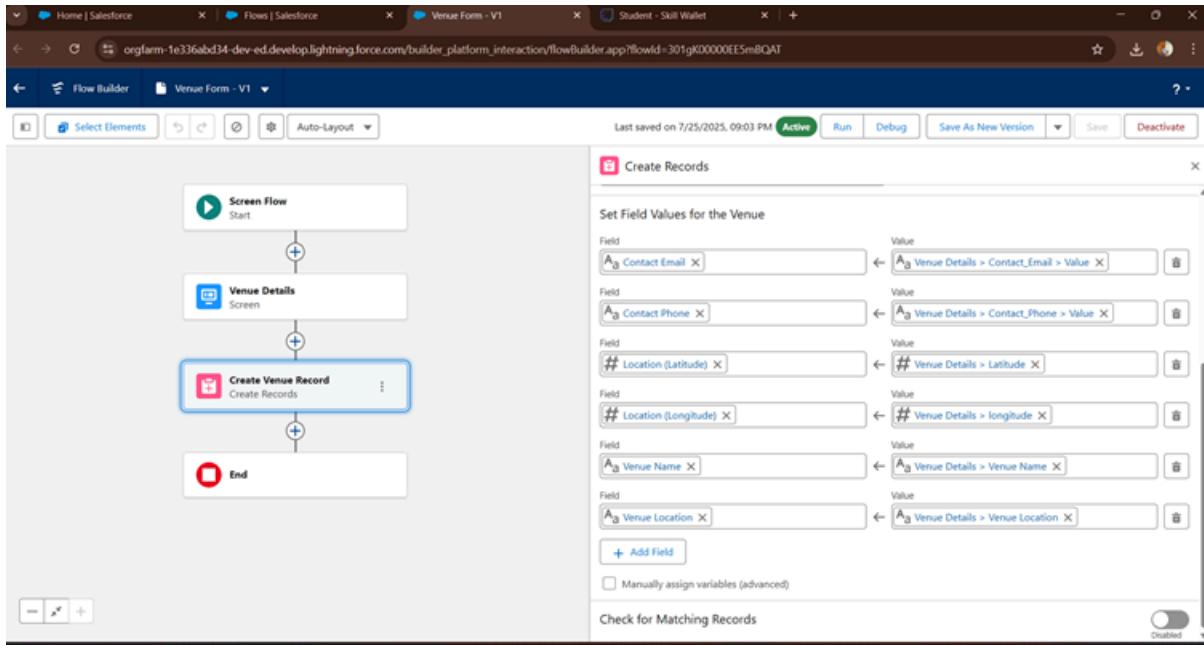
Field: Value = Contact_Phone_c : {! Contact_Phone.value}

Field: Value = Name: {! Venue Name}

Field: Value = Venue_Location_c : {! location}

Field: Value = Location_Latitude_s : {! latitude}

Field: Value = Location_Longitude_s : {!longitude}



1. This would look like:

1. Click on Save as:

Flow Label: Venue Form

Flow API Name: Venue_Form

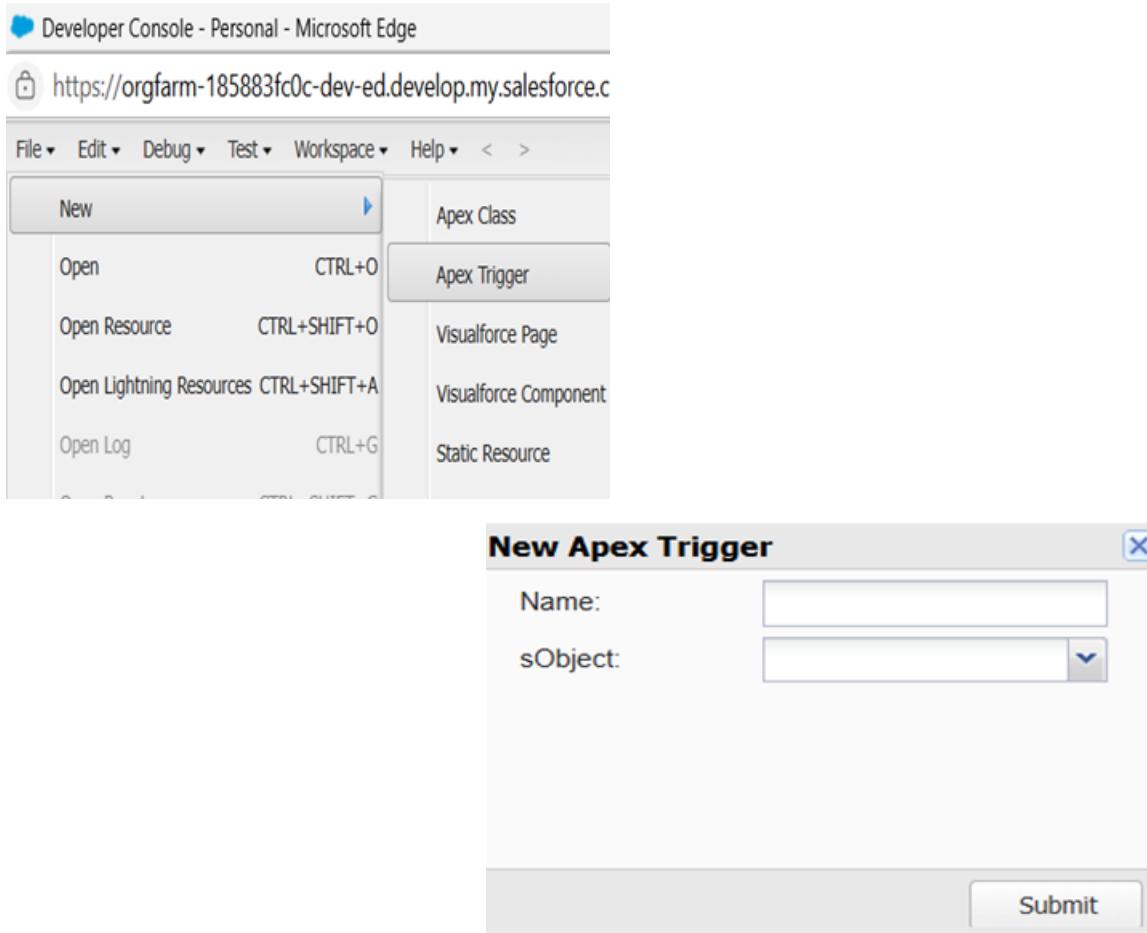
Apex Classes, Triggers, Asynchronous Apex:

Custom Apex triggers were developed to automatically update stock status and generate distribution records when a pickup is marked completed. Additionally, asynchronous Apex (Batch Apex) was implemented to periodically send summary emails to donors and NGOs highlighting food saved and beneficiaries served over the week. This ensures timely communication and promotes continued engagement without impacting real-time system performance.

Create a Trigger

1. Log into the trailhead account, navigate to the gear icon in the top right corner.
2. Click on developer console and you will be navigated to a new console window.
3. Click on the File menu in the toolbar and click on new >> Trigger.

4. Enter the trigger name and the object to be triggered.



1. Enter Name: DropOffTriggers
2. Object: Drop-Off Point
1. Click on Submit.

Trigger Code

(This Trigger is to assign Distance field to the Distance Calculation field. So that we can assign the distance in the sharing rules.)

Code:

```
trigger DropOffTrigger on Drop_Off_point__c (before insert) {
```

```

for(Drop_Off_point__c Drop : Trigger.new){
    Drop.Distance__c = Drop.distance_calculation__c;
}

```

The screenshot shows the Salesforce Developer Console in Google Chrome. The URL is orgfarm-1e336abd34-dev-ed.develop.my.salesforce.com/_ui/common/apex/debug/ApexCSIPage. The tab title is DropOffTrigger.apxt. The code editor displays the following Apex trigger:

```

trigger DropOffTrigger on Drop_Off_Point__c (before insert) {
    for(Drop_Off_point__c Drop : Trigger.new){
        Drop.Distance__c = Drop.distance_calculation__c;
    }
}

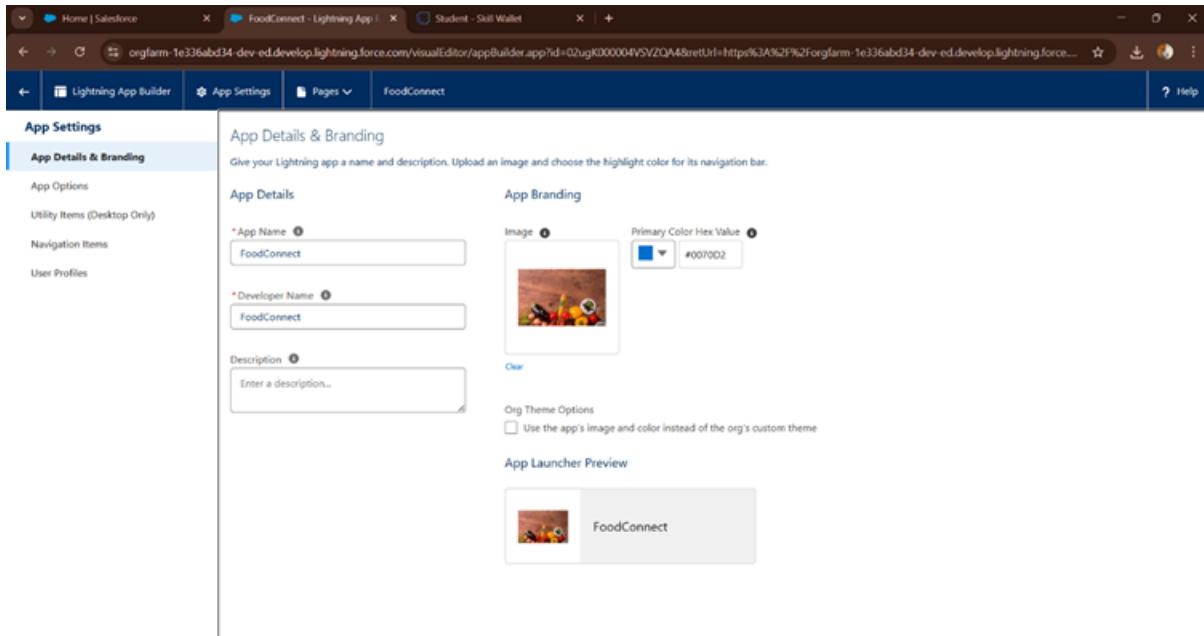
```

Phase 3: UI/UX Development & Customization:

Create a Lightning App

To create a lightning app page:

1. Go to setup page >> search “app manager” in quick find >> select “app manager” >> click on new lightning App.



The screenshot shows the 'App Details & Branding' section of the Lightning App Builder. The 'App Name' is set to 'FoodConnect', 'Developer Name' is also 'FoodConnect', and the 'Primary Color Hex Value' is '#00702'. An optional 'Image' field contains a thumbnail of a fruit icon.

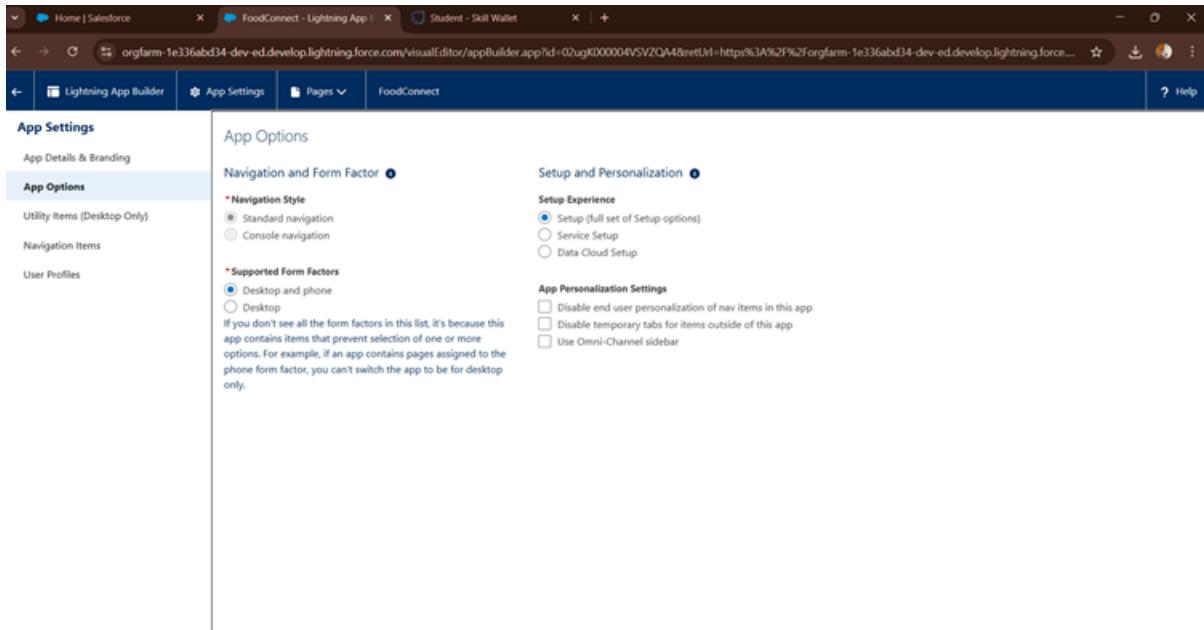
2. Fill the app name in app details and branding as follow App

Name:FoodConnect

Developer_Name:Thiswillautopopulated

Image : optional (if you want to give any image you can otherwise not mandatory) Primary color hex value : keep this default.

3. Then click Next >> (App option page) Set Navigation Style as Standard Navigation >> Next.



The screenshot shows the 'App Options' section of the Lightning App Builder. The 'Navigation Style' is set to 'Standard navigation' and 'Supported Form Factors' includes 'Desktop and phone'. Under 'Setup and Personalization', 'Setup Experience' is set to 'Setup (full set of Setup options)'.

4. (Utility Items) keep it as default >> Next.

5. To Add Navigation Items:

The screenshot shows the 'Navigation Items' configuration screen in the Lightning App Builder. On the left, there's a sidebar with 'App Settings' and 'User Profiles' sections, and 'Navigation Items' is selected. The main area has two panels: 'Available Items' on the left and 'Selected Items' on the right. The 'Available Items' panel contains a search bar and a list of items including Accounts, Activation Targets, Activations, All Sites, Alternative Payment Methods, Analytics, App Launcher, Appointment Bundle Configs, Appointment Bundle Policies, Appointment Categories, Home, Venues, Drop-Off Points, Tasks, Volunteers, Execution Details, and Reports. Arrows on the right side of the 'Selected Items' panel allow items to be moved between the two lists.

Search for the item in the (Home, Venue, Drop-Off Point, Task, Volunteer, Execution Details, Reports) from the search bar and move it using the arrow button >> Next >> Next.

6. To Add User Profiles:

The screenshot shows the 'User Profiles' configuration screen in the Lightning App Builder. Similar to the previous screen, it has a sidebar with 'App Settings' and 'User Profiles' selected. The main area shows 'Available Profiles' on the left and 'Selected Profiles' on the right. The 'Available Profiles' list includes Analytics Cloud Integration User, Analytics Cloud Security User, Anypoint Integration, Authenticated Website, B2B Reordering Portal Buyer Profile, Contract Manager, Custom: Marketing Profile, Custom: Sales Profile, Custom: Support Profile, and Customer Community Login User. The 'Selected Profiles' list currently contains 'System Administrator'. Arrows on the right side of the 'Selected Profiles' panel allow profiles to be moved.

Search profiles (System administrator) in the search bar >> click on the arrow button >> save &

finish.

Creation of Report on Venue with DropOff with Volunteer

1. Go to the app (FoodConnect) >> click on the reports tab
2. Click on New Folder.

Folder Label: Custom Reports

Folder Unique Name: CustomReports

1. Open Custom Reports and click on New Report
2. Select Report Type: Venue with DropOff with Volunteer
3. Then click on Start Report.
4. In GROUP ROWS: Add Volunteer Name
5. In Columns: Add Venue Name, Drop-Off point Name, Distance.

The screenshot shows the Salesforce Report Builder interface. The top navigation bar includes tabs for 'Report Builder | Salesforce', 'Report Types | Salesforce', and 'Student - Skill Wallet'. Below the navigation is a search bar and a toolbar with icons for star, plus, question mark, and other report functions. The main workspace is titled 'REPORT' and 'venue and Drop Off point / Venue with DropOff with Volunteer'. On the left, the 'Fields' sidebar lists 'Groups' (with 'GROUP ROWS' selected), 'Volunteer Name', and 'GROUP COLUMNS' (with 'Add group...'). The 'Columns' section lists 'Venue Name', 'Drop-Off Point Name', and '# Distance'. The center area displays a preview of the report results, which currently show 'No records returned in preview. Try running the report or editing report filters.' Below the preview are filter options for 'Volunteer Name', 'Venue Name', 'Drop-Off Point Name', and 'Distance'. The bottom of the screen features a toolbar with buttons for 'Row Counts', 'Detail Rows', 'Subtotals', 'Grand Total', and 'Conditional Formatting'.

1. Now click on Save & Run.

2. Give Label as:
3. Report Name: venue and Drop Off point
4. Report Unique Name: Auto Populated
5. Click on Select Folder and select Custom Report, then click on Save.

Creation of Report on Volunteers with Execution Details and Tasks

1. Go to the app (FoodConnect) >> click on the reports tab
2. Click on Custom Reports Folder and click on New Report
3. Select Report Type: Volunteers with Execution Details and Tasks.
4. Then click on Start Report.
5. In GROUP ROWS: Volunteer ID
6. In Columns: Add Volunteer: Volunteer Name, Task: Task Name, Execution Detail : Execution Detail Name, Volunteer: Owner Name, Task: Date, Task : Rating.

The screenshot shows the Salesforce Report Builder interface. The report is titled "Tasks with Execution Details and Volunteers". The "Groups" section contains a single item: "Volunteer ID". The "Columns" section lists several fields: "Task: Task Name", "Execution Detail: Execution Detail Name", "Volunteer: Volunteer Name", "Rating", "Task: Owner Name", and "Task: Created Date". At the bottom of the report configuration, there are checkboxes for "Row Counts", "Detail Rows", "Subtotals", and "Grand Total". A modal window titled "Ask Einstein to help with calculated fields" is displayed, containing the text: "Generative AI can help you with the technical work of building formulas. Just describe your calculation and then review the output to be sure it's what you want." and a "Get It" button. The top navigation bar includes links for Home, Venues, Drop-Off Points, Tasks, Volunteers, Execution Details, Reports, and Dashboards. The status bar at the bottom shows the URL: orgfarm-1e336ab34-dev-ed.lightning.force.com/one/one.app#key=jh21wb25lbREZWyOjyZXlvcnRzOnIicGydlE1aWvkZX0iLCfhdIRyaW1fdGVzjp7mJY29yZEIkjojMD@PZ0swMDAwMD...

1. Now click on Save & Run.

2. Give Label as:

Report Name: Volunteer Task

Report Unique Name: Auto Populated

1. Click on Select Folder and select Custom Report, then click on Save.

Adding venue and Drop Off point Report to the Dashboard

1. Go to the app (Food Connect) >> click on the Dashboards tab.

2. Click on New Folder.

Folder Label: Custom Dashboards

Folder Unique Name: Auto Populated

1. Open Custom Dashboards and click on New Dashboards

2. Name: Organization Details

3. Click on Widget and select Chart or Table

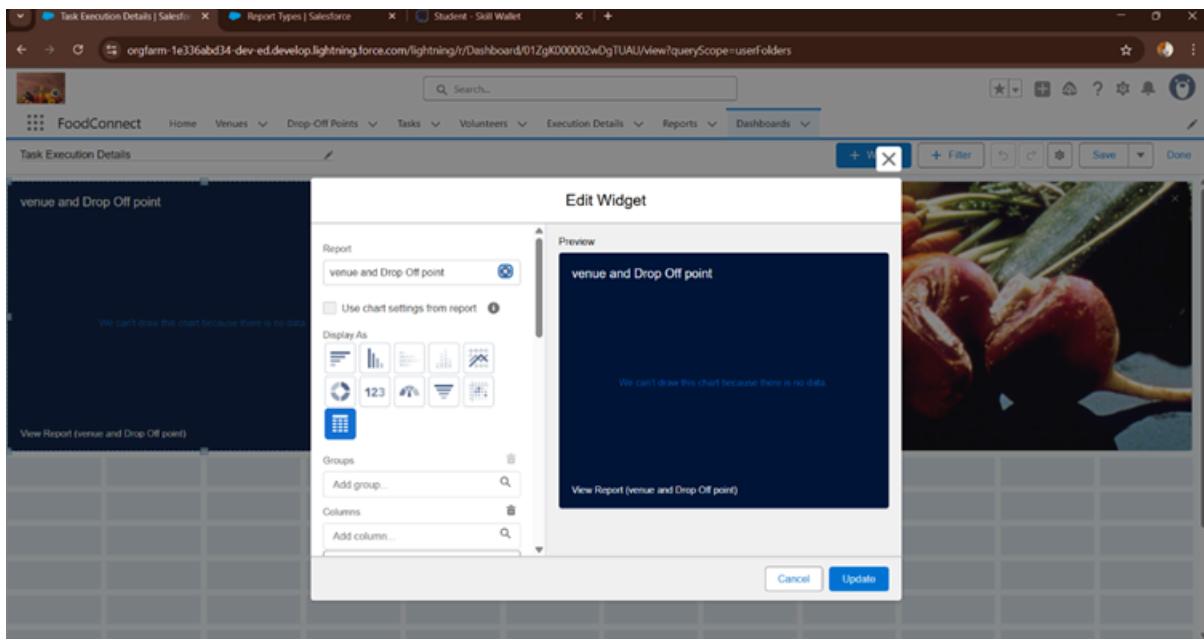
4. In Select Report: Select venue and Drop Off point Report.

5. Then click on select

6. In Add Component:

Display As: Select Lightning Table

Component Theme: Select Dark (Optional)



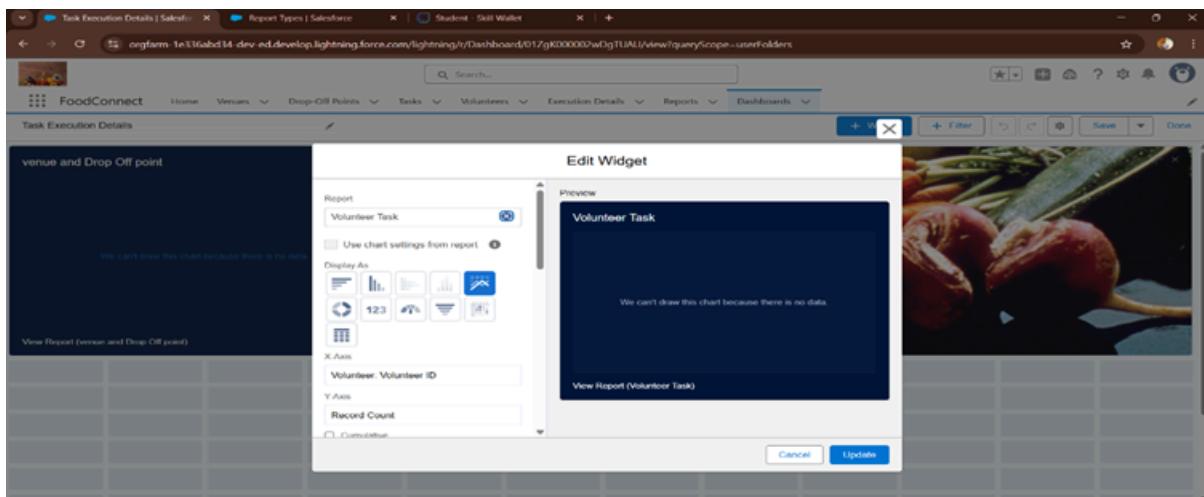
1. Now click on save.

Adding Volunteer Task Report to the Dashboard

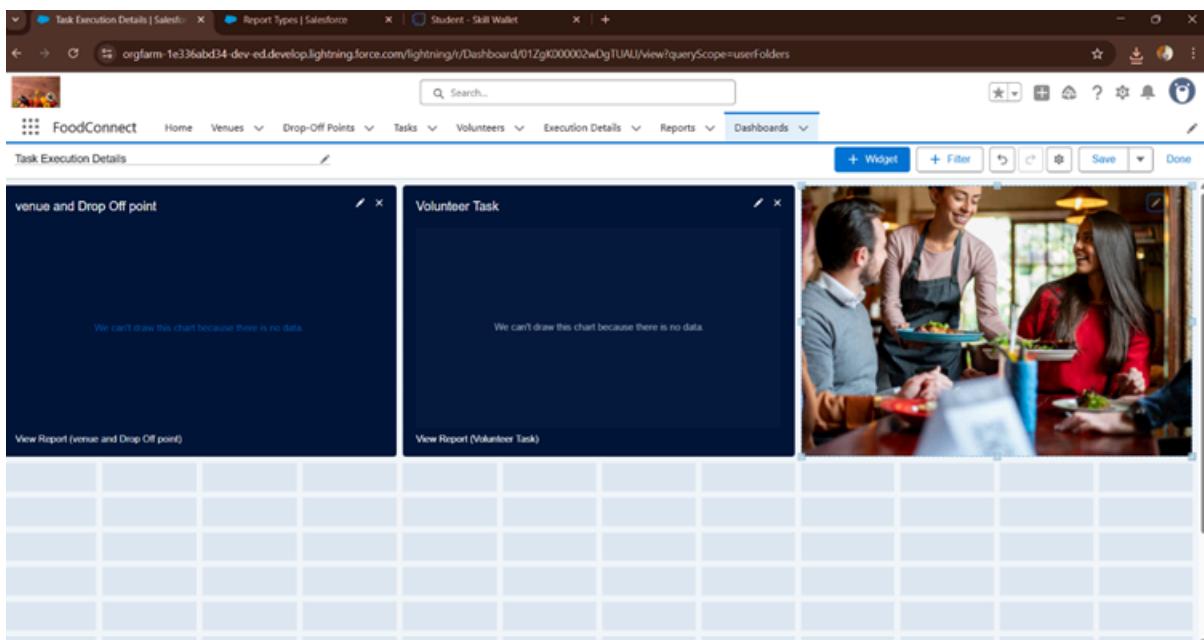
1. Click on Widget and select Chart or Table
2. In Select Report: Select Volunteer Task Report.
3. Then click on select
4. In Add Component:

Display As: Select Line Chart

Component Theme: Select Dark (Optional)



1. Now click on save.



Phase 4: Data Migration, Testing & Security

Data Loading Process:

Historical data of partner restaurants, NGOs, and past donation records was migrated into Salesforce using the Data Loader, chosen for its capability to handle bulk records and ensure referential integrity across custom objects like Food Donation, Pickup Schedule, and Distribution Record. This ensured a smooth transition from manual

tracking systems to the new automated CRM.

Field History Tracking, Duplicate Rules, Matching Rules:

Field History Tracking was enabled on key objects such as Food Donation and Pickup Schedule to maintain an audit trail of critical changes like pickup time adjustments or status updates. Duplicate Rules and Matching Rules were configured on the Donor and Recipient records to prevent redundant entries and ensure that every partner is uniquely identified, thereby preserving data quality.

Profiles, Roles, Role Hierarchy, Permission Sets, Sharing Rules:

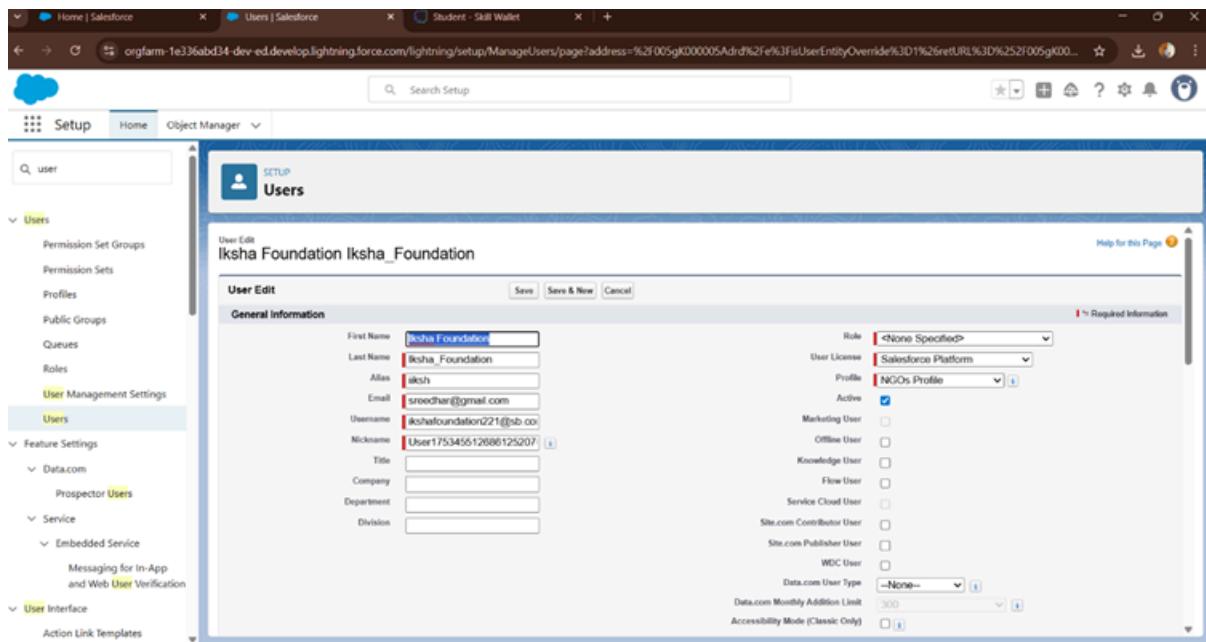
A robust security model was implemented using Salesforce Profiles and Roles. Profiles controlled baseline access for different users like restaurant managers, NGO coordinators, and volunteer drivers. A Role Hierarchy was established to allow NGO managers to view records of volunteers under them while keeping data compartmentalized across different NGOs. Permission Sets were used to grant additional privileges, such as access to dashboards for analytics teams, while Sharing Rules ensured specific records (like a Pickup Schedule) could be shared with relevant volunteers automatically.

Profiles

1. Go to setup page >> type Profiles in Quick Find bar >> click on Profiles >> click on ‘S’
2. Click on Clone beside Standard Platform User.
3. Under Clone Profile:
Profile Name: NGOs Profile
4. Then click on Save

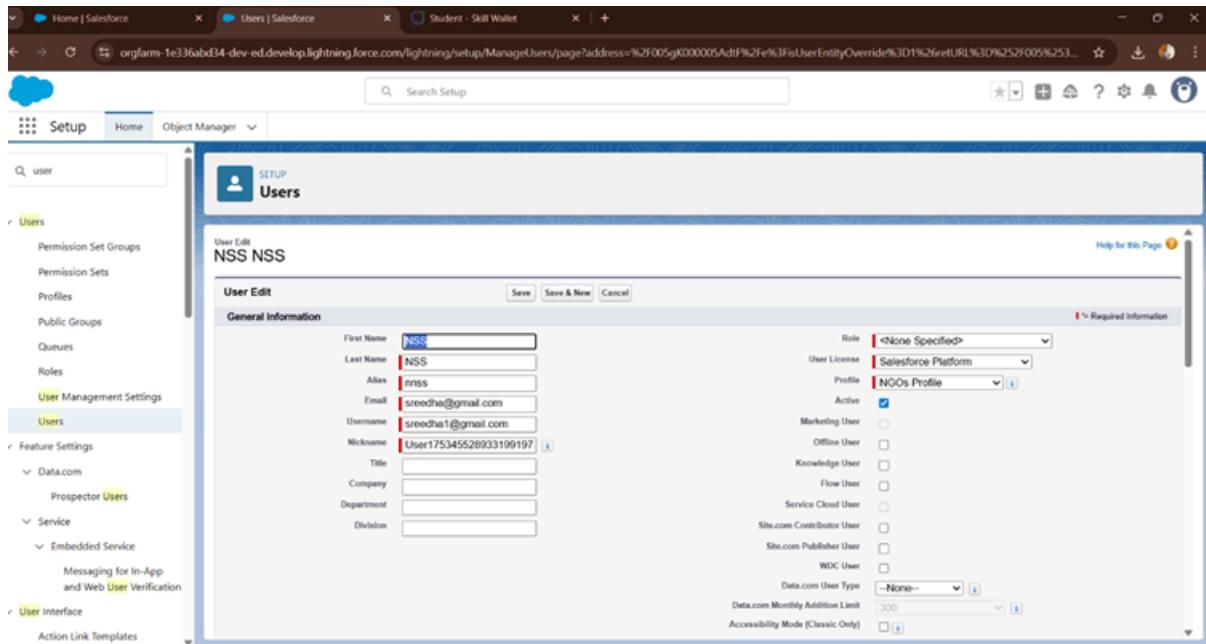
Profiles

1. Go to setup page >> type Profiles in Quick Find bar >> click on Profiles >> click on ‘S’
2. Click on Clone beside Standard Platform User.
3. Under Clone Profile:
Profile Name: NGOs Profile
4. Then click on Save

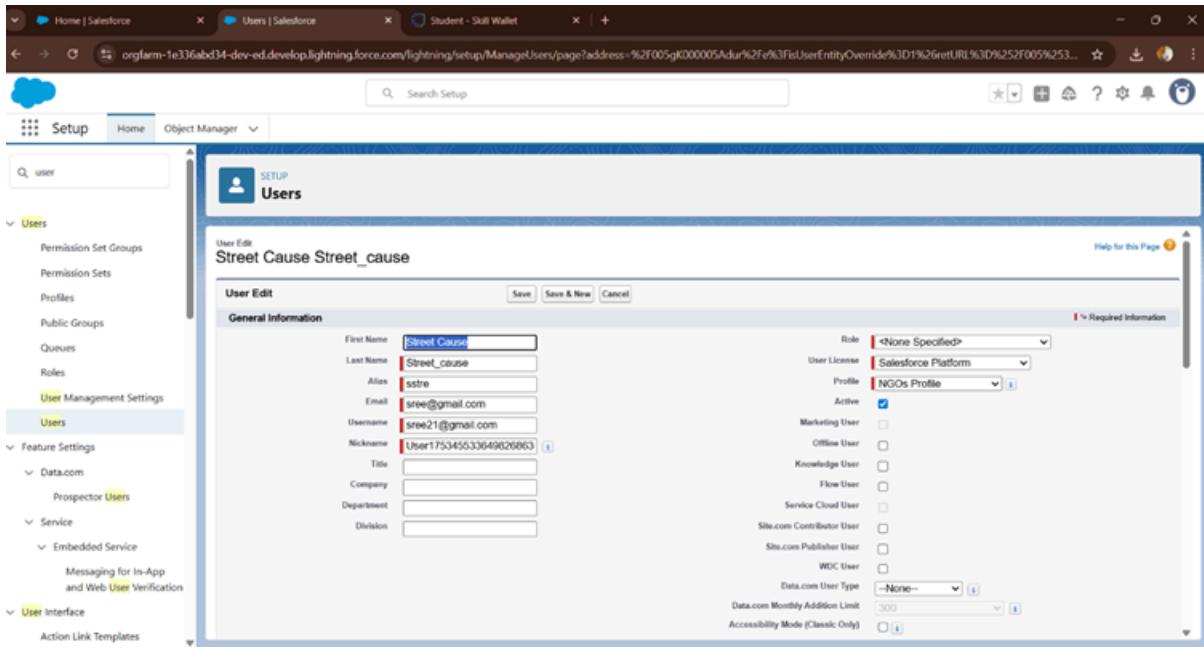


Creation of User2, User3

1. Create another Two Users by following steps in Activity - 1 with similar User License and Profile.



2. Give Different First Name, Last Name based on Different NGO's.



Creation of sharing rules

1. Go to setup >> type Sharing Settings in quick find box >> Click on the Sharing Settings.
2. Scroll down and find Drop-Off point Sharing Rules.
3. Click on new near Drop-Off point Sharing Rules and Name it as:

Label: Rule 1

Rule Name: Rule_1

1. Select your rule type: Select Based on criteria.
2. Select which records to be shared:

Field: Operator: Value = Distance: less than: 15

1. Select the users to share with: Near Share With

Public Groups: Iksha

1. Click on Save.

2. Click on new near Drop-Off point Sharing Rules and Name it as:

Label: Rule 2

Rule Name: Rule_2

1. Select your rule type: Select Based on criteria.
2. Select which records to be shared:

Field: Operator: Value = Distance: greater than: 15

Field: Operator: Value = Distance: less or equal: 30

1. Select the users to share with: Near Share With

Public Groups: NSS

1. Click on Save.
2. Click on new near Drop-Off point Sharing Rules and Name it as:

Label: Rule 3

Rule Name: Rule_3

1. Select your rule type: Select Based on criteria.
2. Select which records to be shared:

Field: Operator: Value = Distance: greater than: 30

Field: Operator: Value = Distance: less or equal: 50

1. Select the users to share with: Near Share With

Public Groups: Street Cause

1. Click on Save.

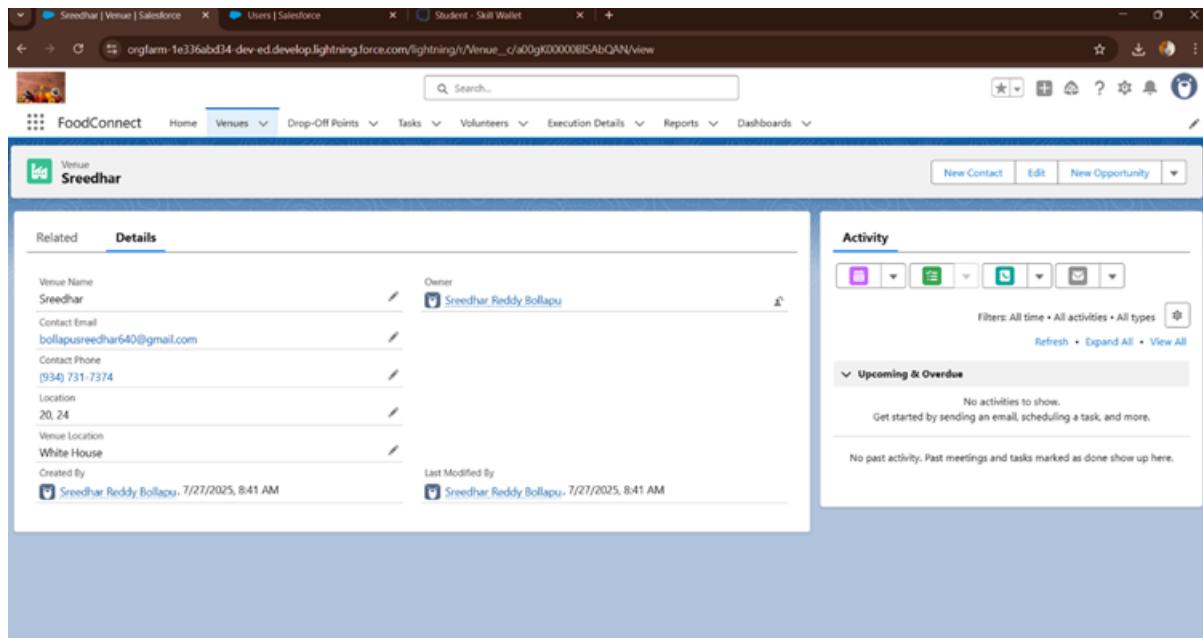
Phase 5: Deployment, Documentation & Maintenance

Deployment Strategy:

The deployment of the FOODCONNECT CRM from the sandbox environment to production was carried out using **Change Sets**, which facilitated secure and organized migration of metadata components including custom objects, fields, validation rules, flows, and Apex code. This method ensured that all dependencies were properly packaged and tested before final deployment, minimizing the risk of disruptions in the live environment.

System Maintenance and Monitoring:

The CRM is designed for ease of ongoing maintenance. Scheduled reports and dashboards help monitor daily operations, highlighting metrics like pending pickups and distributions completed. Regular data quality reviews are performed to identify duplicates or



The screenshot shows a Salesforce Lightning interface for a venue named 'Sreedhar'. The top navigation bar includes tabs for Home, Venues, Drop-Off Points, Tasks, Volunteers, Execution Details, Reports, and Dashboards. The main content area has two sections: 'Details' on the left and 'Activity' on the right. The 'Details' section contains fields for Venue Name (Sreedhar), Contact Email (bollapusreedhar640@gmail.com), Contact Phone ((934) 731-7374), Location (20, 24), and Venue Location (White House). It also shows the Owner as Sreedhar Reddy Bollapu and the last modified by Sreedhar Reddy Bollapu on 7/27/2025, 8:41 AM. The 'Activity' section displays a toolbar with icons for various actions like New Contact, Edit, and New Opportunity. Below the toolbar, there are filters for All time, All activities, and All types, along with Refresh, Expand All, and View All buttons. The activity feed is currently empty, showing 'No activities to show' and 'No past activity. Past meetings and tasks marked as done show up here.'

inconsistencies. Admins are responsible for periodic reviews of automation processes and ensuring that validation rules and flows continue to align with evolving business

The screenshot shows the FoodConnect Salesforce Lightning Experience. The top navigation bar includes tabs for Chintu | Drop-Off Point | Sales!, Users | Salesforce, and Student - Skill Wallet. The main header has a search bar and various icons. The page title is "Drop-Off Point _c/a01g00000ENonIKQAT/view". The left sidebar has links for Home, Venues, Drop-Off Points, Tasks, Volunteers, Execution Details, Reports, and Dashboards. The main content area shows a "Drop-Off Point" record for "Chintu". The "Details" tab is selected, displaying fields like Drop-Off Point Name (Chintu), Owner (Sreedhar Reddy Bollapu), and Last Modified By (Sreedhar Reddy Bollapu, 7/27/2025, 8:42 AM). To the right is an "Activity" section with a toolbar, filters (All time • All activities • All types), and a message stating "No activities to show. Get started by sending an email, scheduling a task, and more." Below it is a message about past activity.

requirements. Any required enhancements or new features will be safely developed and tested in sandbox environments before being pushed to production.

The screenshot shows the FoodConnect Salesforce Lightning Experience. The top navigation bar includes tabs for Shareef | Volunteer | Salesforce, Users | Salesforce, and Student - Skill Wallet. The main header has a search bar and various icons. The page title is "Volunteer _c/a03gk000005QBROQA/view". The left sidebar has links for Home, Venues, Drop-Off Points, Tasks, Volunteers, Execution Details, Reports, and Dashboards. The main content area shows a "Volunteer" record for "Shareef". The "Details" tab is selected, displaying fields like Volunteer Name (Shareef), Drop-Off Point (Chintu), and Contact Number (8.639.990.221). To the right is an "Activity" section with a toolbar, filters (All time • All activities • All types), and a message stating "No activities to show. Get started by sending an email, scheduling a task, and more." Below it is a message about past activity.

Screenshot of the Salesforce Lightning interface showing a Task record for "Send Letter".

Task Details:

- Name:** Send Letter
- Related To:** Sreedhar Reddy Bollapu
- Status:** In Progress
- Due Date:** 7/28/2025
- Priority:** Normal
- Created By:** Sreedhar Reddy Bollapu, 7/27/2025, 8:47 AM
- Last Modified By:** Sreedhar Reddy Bollapu, 7/27/2025, 8:47 AM

Recently Viewed:

- Send Letter

Screenshot of the Salesforce Lightning interface showing an Execution Detail record for "Food delivery process".

Execution Detail Details:

- Execution Detail Name:** Food delivery process
- Volunteer:** Shareef
- Task:** Food delivery
- Created By:** Sreedhar Reddy Bollapu, 7/27/2025, 8:49 AM
- Last Modified By:** Sreedhar Reddy Bollapu, 7/27/2025, 8:49 AM

Activity:

- Filters:** All time • All activities • All types
- Upcoming & Overdue:** No activities to show.
- Past activity:** No past activity. Past meetings and tasks marked as done show up here.

Volunteer Task | Salesforce Users | Salesforce Student - Skill Wallet

orgfarm-1e336abd34-dev-ed.develop.lightning.force.com/lightning/r/Report/000gK000003hz4vUAA/view?queryScope=userFolders

FoodConnect Home Venues Drop-Off Points Tasks Volunteers Execution Details Reports Dashboards

Report: Tasks with Execution Details and Volunteers
Volunteer Task

Total Records	1					
<input type="checkbox"/> Volunteer: Volunteer ID	Task: Task Name	Execution Detail: Execution Detail Name	Volunteer: Volunteer Name	Rating	Task: Owner Name	Task: Created Date
<input type="checkbox"/> 1 (1)	Food delivery	Food delivery process	Shareef	4	Sreedhar Reddy Bolapu	7/27/2025
Subtotal						
Total (1)						

Row Counts Detail Rows Subtotals Grand Total

venue and Drop Off point | Salesforce Users | Salesforce Student - Skill Wallet

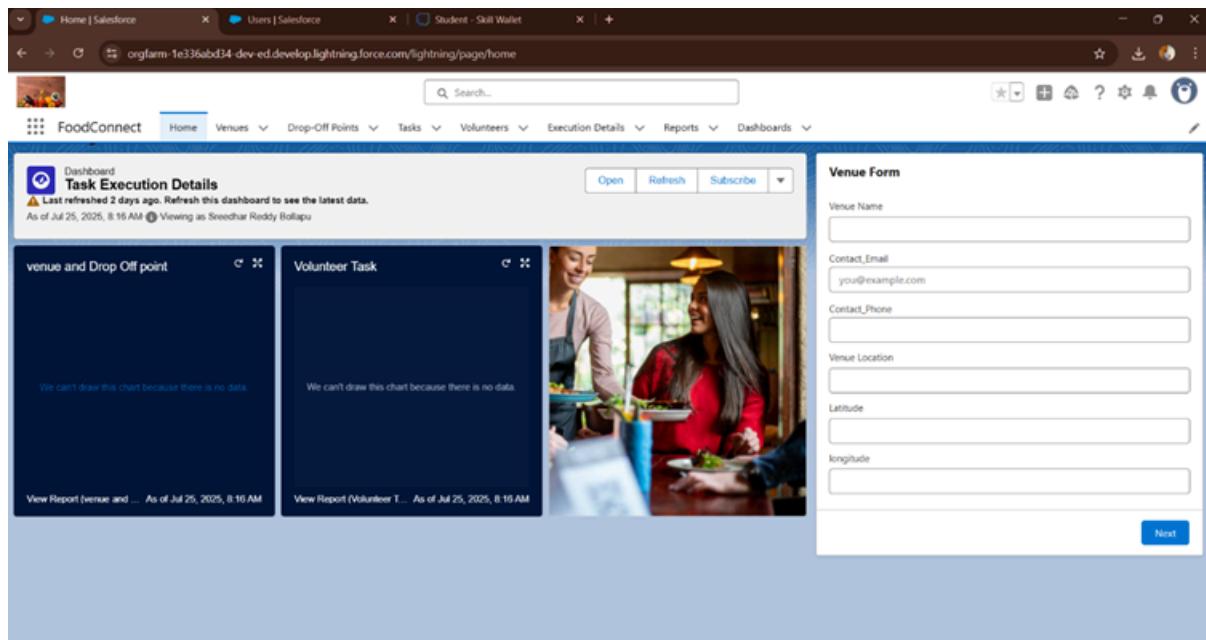
orgfarm-1e336abd34-dev-ed.develop.lightning.force.com/lightning/r/Report/000gK000003hz3JL4Q/view?queryScope=userFolders

FoodConnect Home Venues Drop-Off Points Tasks Volunteers Execution Details Reports Dashboards

Report: Venue with DropOff with Volunteer
venue and Drop Off point

Total Records	Total Distance		
1	0.0000		
<input type="checkbox"/> Volunteer Name	Venue Name	Drop-Off Point Name	Distance
<input type="checkbox"/> Shareef (1)	Sreedhar	Chintu	0.0000
Subtotal			
Total (1) 0.0000			

Row Counts Detail Rows Subtotals Grand Total



Troubleshooting Approach:

A step-by-step troubleshooting guide is maintained to help fix common issues like missed pickups, notification problems, or data mismatches. Debug logs are checked to find the cause of issues in Apex triggers or automation flows. The CRM also includes clear documentation with details about object relationships, business rules, and error messages, making it easier for technical teams to find and fix problems quickly. This organized approach helps keep the system stable and reduces downtime, ensuring that leftover food is delivered on time to those who need it most.

Conclusion:

The FOODCONNECT project uses Salesforce CRM to build a strong and reliable platform that connects extra food from restaurants, hotels, and events with poor and underprivileged communities. The system automates the process of collecting, scheduling, and delivering leftover

food, which helps reduce manual work, prevent food wastage, and make sure the food reaches people in need on time. It also improves transparency, data tracking, and donor engagement through dashboards and automated messages. The project creates a clear and scalable structure that can grow easily by adding more donors, NGOs, and volunteers in the future. A well-designed data model, security setup, and troubleshooting guide support smooth and secure operations. Debug tools and clear documentation help technical teams fix issues quickly, keeping the system stable.

In the future, the system can be improved further by adding AI-based demand forecasting to plan better and chatbot support to help donors easily. Overall, FOODCONNECT supports the mission of fighting hunger and making sure leftover food reaches those who need it the most, in a simple, fast, and organized way.