



## To Supply Leftover Food to Poor



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## **Project Overview:**

This CRM enables efficient redistribution of surplus food from donors—such as restaurants, events, and households—to recipients—like charities, shelters, and volunteers—through a unified platform. Donors can quickly submit listings with details like type, quantity, expiry, and pickup window. The system then leverages geo-location matching and real-time notifications to streamline scheduling, routing, pickup tracking, and compliance. Impact tracking (e.g., meals rescued, volunteer hours, CO<sub>2</sub> saved) and robust communication tools ensure transparency, efficiency, and safety across operations.

## **Key features include:**

- **Donor & Recipient Management:** Enable registration and detailed profiles for donors (with donation history) and recipients/volunteers for effective matching and communication.
- **Food Listings with Real-Time Notifications:** Post surplus items quickly; notify stakeholders instantly.
- **Geo-Matching & Routing:** Auto-match donations to nearby NGOs/volunteers and optimize pickup routes via geolocation APIs.
- **Volunteer Scheduling & Logistics:** Assign pickup tasks, set dates/times, and send reminders—streamlining volunteer coordination.
- **Impact Reporting & Analytics:** Track meals distributed, CO<sub>2</sub> emissions saved, and more.
- **Impact Reporting & Analytic:** Monitor expiry dates and maintain audit trails.
- **Secure, Mobile-Ready Platform:** Accessible anytime, anywhere with robust data protection.

## **Business Benefits:**

- **Reduce Food Waste:** Quickly match surplus with need to prevent spoilage.
- **Boost Community Engagement:** Reliable system builds trust among donors, NGOs, and volunteers.
- **Improve Efficiency:** Automations free the team to focus on strategy and outreach.
- **Enable Impact Transparency:** Use data to engage stakeholders, secure funding, and report results.
- **Ensure Safety & Compliance:** Maintain records for food safety and organizational accountability.

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 primary goal of building the FOODCONNECT CRM is to centralize donor, volunteer, and recipient data to streamline coordination and reduce administrative effort—enhancing operational efficiency. It also aims to automate workflows and notifications for surplus food listings, pickups, and deliveries, minimizing spoilage and maximizing meals rescued. By enabling geolocation-based matching and route planning, it ensures rapid, cost-effective distribution. Additionally, the CRM will track impact metrics (such as meals saved and volunteer hours) to reinforce transparency and bolster stakeholder engagement. Finally, it supports safety and compliance monitoring, giving confidence to partners and preparing the initiative for sustainable growth. These objectives align with key nonprofit CRM outcomes: better relationship management, automated operations, improved volunteer engagement, and impactful reporting.

## **Phase 1: Requirement Analysis & Planning**

**Understanding Business Requirements:** The key requirement of this project is to establish an organized platform that connects restaurants, hotels, and event organizers willing to donate leftover food with NGOs or volunteer groups who can distribute it to the poor. The system needs to efficiently track food availability, coordinate pickups and deliveries, monitor beneficiary reach, and maintain transparent records. Users require a solution that minimizes manual coordination, prevents food spoilage, and ensures that surplus food is safely and quickly routed to the needy.

## **Defining Project Scope and Objectives:**

- Develop a CRM system on Salesforce to register and manage profiles of donors (restaurants, hotels) and recipients (NGOs, shelters, volunteer groups).
- Automate the process of scheduling pickups and assigning delivery tasks based on food type, quantity, and location.
- Maintain historical records of donations and distributions to enable tracking and reporting.
- Implement notifications and reminders for timely pickups, and acknowledgements to donors after successful delivery.
- Generate insightful dashboards to visualize the amount of food saved, number of beneficiaries served, and partner engagement, aiding in promoting the initiative and attracting new donors.

## **Design Data Model and Security Model:**

The data model includes custom objects like Donor, Food Donation, Pickup Schedule, Recipient, and Distribution Record, linked through appropriate relationships to maintain a clear

trail from donation to delivery. The security model employs profiles and role hierarchies to ensure that restaurant managers, NGO coordinators, and volunteer drivers have access only to the data relevant to their roles. Permission sets and sharing rules are configured to maintain data privacy while supporting collaborative workflows among multiple partners.

## Phase 2: Salesforce Development - Backend & Configurations

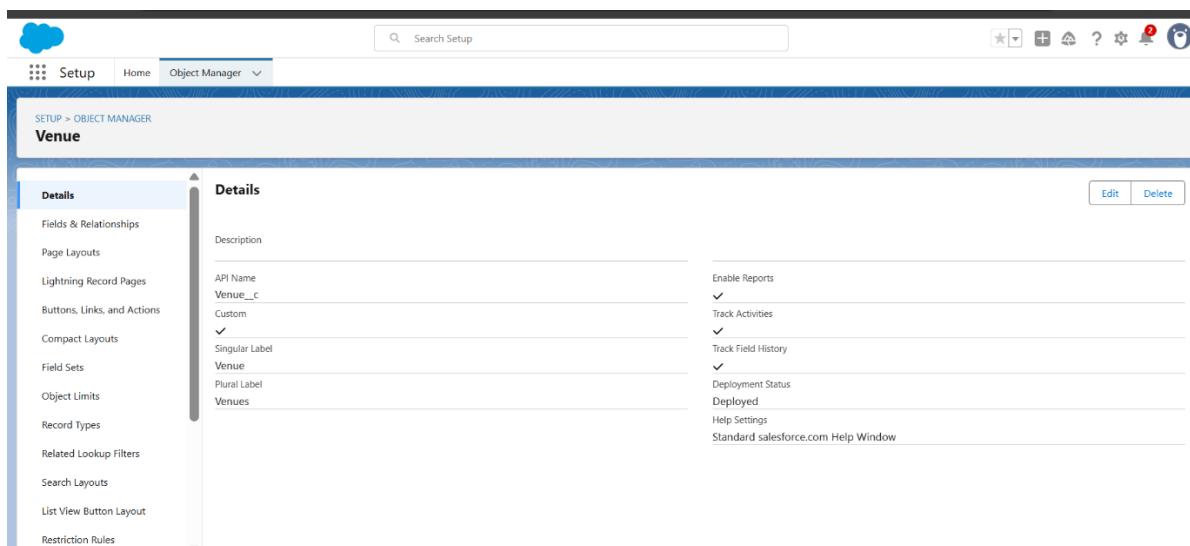
**Setup environment & DevOps workflow:** A dedicated Salesforce sandbox environment was set up for the development and initial testing of the FOODCONNECT CRM. This enabled isolated customization without impacting production data. A simple DevOps process was followed using Change Sets to migrate metadata 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. Setup → Object Manager → Create → Custom Object.
2. Name the object “Venue” (singular), plural label “Venues.”
3. Set Record Name as “Venue Name” with Data Type: Text.
4. Enable Allow Reports, Track Field History, Allow Activities, and Allow Search.
5. Click Save.



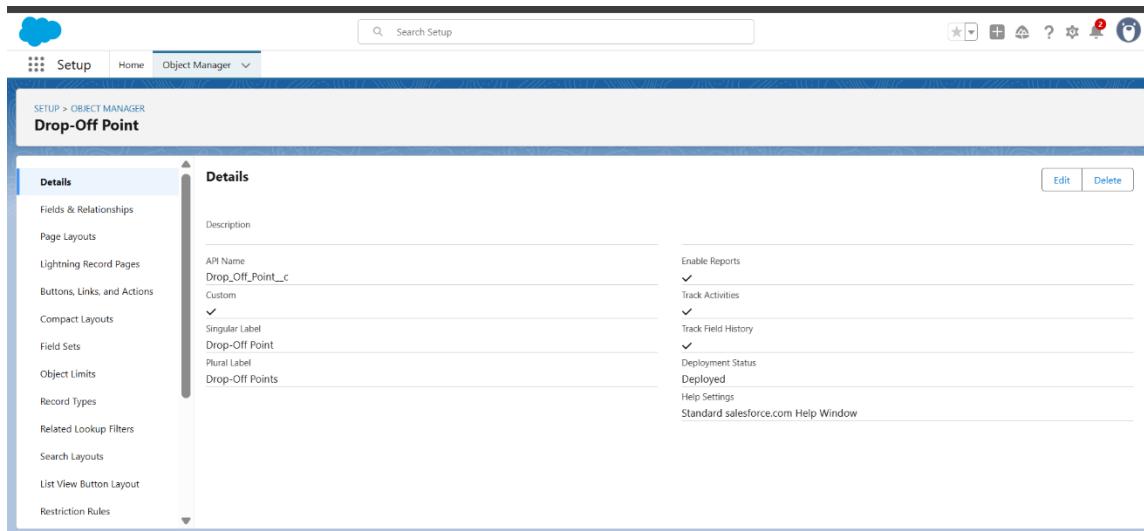
#### Create Drop-Off Point Object :

To create an object:

1. Go to **Setup** → **Object Manager** → **Create** → **Custom Object**.
2. Set **Label** = Drop-Off Point, **Plural Label** = Drop-Off Points.
3. Define **Record Name**: Drop-Off Point Name (Data Type = Text).

4. Enable **Allow Reports, Track Field History, Allow Activities, and Allow Search**.

5. Click **Save**.



### Create Task Object :

To create an object:

1. Setup → Object Manager → Create → Custom Object.
2. Label: **Task** | Plural Label: **Tasks**.
3. Record Name: **Task Name** (Data Type: Text).
4. Enable **Allow Reports, Track Field History, Allow Activities, Allow Search**.
5. Click **Save**.

The screenshot shows the Salesforce Setup interface under the Object Manager. On the left, a sidebar lists various object configuration options like Fields & Relationships, Page Layouts, and Lightning Record Pages. The main panel displays the 'Task' object details. The API Name is set to 'Task\_\_c'. Under the 'Custom' section, Singular Label is 'Task' and Plural Label is 'Tasks'. In the 'Enable Reports' section, 'Track Activities' and 'Track Field History' are checked. Deployment status is set to 'Deployed'. The help settings point to the standard Salesforce help window.

## Create Volunteer Object :

To create an object:

1. Setup → Object Manager → Create → Custom Object.
2. Set: **Label** = Volunteer, **Plural Label** = Volunteers, **Record Name** = Volunteer Name (Text).
3. Enable: **Allow Reports, Track Field History, Allow Activities, Allow Search.**
4. Hit **Save**.

The screenshot shows the Salesforce Setup interface under the Object Manager. The 'Volunteer' object is being created. The API Name is 'Volunteer\_\_c'. Under the 'Custom' section, Singular Label is 'Volunteer' and Plural Label is 'Volunteers'. In the 'Enable Reports' section, 'Track Activities' and 'Track Field History' are checked. Deployment status is set to 'Deployed'. The help settings point to the standard Salesforce help window.

## Create Execution Details Object :

To create an object:

1. Setup → Object Manager → Create → Custom Object.
2. Set: **Label** = Execution Detail, **Plural Label** = Execution Details, **Record Name** = Execution Detail Name (Text).
3. Enable **Allow Reports, Track Field History, Allow Activities, Allow Search**.
4. Hit **Save**.

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

- Header:** Includes the Salesforce logo, a search bar labeled "Search Setup", and various navigation icons.
- Breadcrumbs:** "SETUP > OBJECT MANAGER".
- Section:** "Execution Detail".
- Left Sidebar (Details):** A list of options including 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, and Restriction Rules.
- Right Main Area (Details):**
  - Description:** A text input field.
  - API Name:** "Execution\_Detail\_\_c".
  - Custom:** A checkbox that is checked.
  - Singular Label:** "Execution Detail".
  - Plural Label:** "Execution Details".
  - Buttons:** "Edit" and "Delete".
  - Object Settings:** A list of checkboxes:
    - Enable Reports (checked)
    - Track Activities (checked)
    - Track Field History (checked)
    - Deployment Status
    - Deployed
    - Help Settings
    - Standard salesforce.com Help Window

### Creation of Relationship fields in objects :

Creation of Lookup Relationship Field on Volunteer Object:

1. Setup → Object Manager → Volunteer → Fields & Relationships → New.
2. Choose **Master-Detail Relationship**, click **Next**.
3. Select **Drop-Off Point**, click **Next**.
4. Field Name: **Drop\_off\_point** (Label auto-generated) → Click **Next** twice → **Save**.

The screenshot shows the Salesforce Setup interface under the Object Manager for the 'Volunteer' object. A custom field named 'Drop-Off Point' has been created. The 'Field Information' section shows the field label as 'Drop-Off Point', field name as 'Drop\_Off\_Point', and API name as 'Drop\_Off\_Point\_c'. It also displays the object name as 'Volunteer' and data type as 'Master-Detail'. The 'Master-Detail Options' section shows the related object as 'Drop-Off Point' and the child relationship name as 'Volunteers'. The 'Validation Rules' section is currently empty.

## Creation of Master Detail Relationship Field on Execution Details Object:

8. Setup → Object Manager → Execution Details → Fields & Relationships → New.
9. Select **Master-Detail Relationship**, click **Next**.
10. Choose **Volunteer**, click **Next**.
11. Field Name: **Volunteer** (Label auto-generated) → click **Next** twice → **Save**.

The screenshot shows the Salesforce Setup interface under the Object Manager. A custom field named 'Volunteer' is being created on the 'Execution Detail' object. The 'Field & Relationships' tab is selected. The 'Field Information' section shows the field label as 'Volunteer', field name as 'Volunteer', and API name as 'Volunteer\_\_c'. The 'Data Type' is set to 'Master-Detail'. The 'Master-Detail Options' section shows the related object as 'Volunteer' and the child relationship name as 'Execution\_Details'. The 'Validation Rules' section is empty.

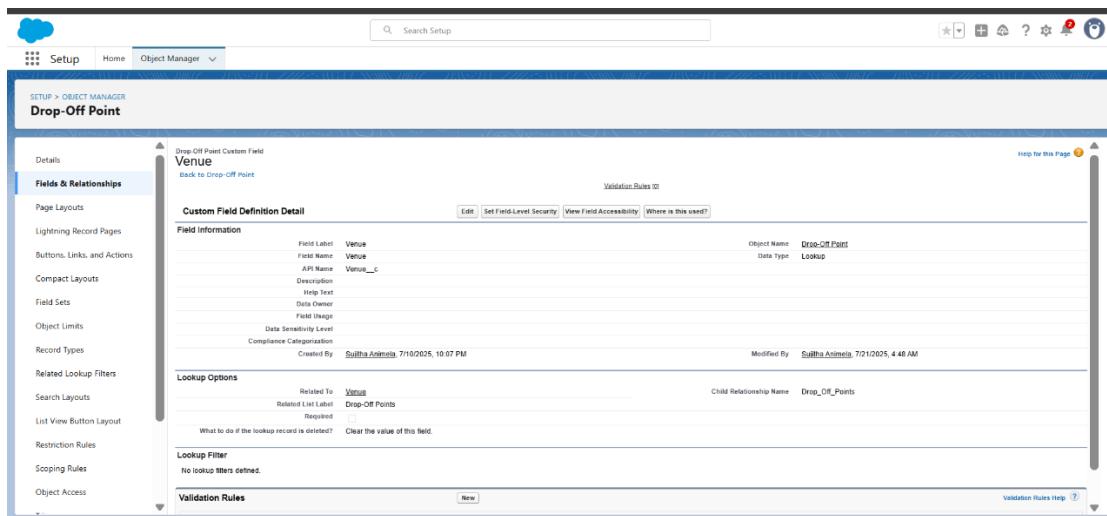
## Creation of Master Detail Relationship Field on Execution Details Object :

12. Setup → Object Manager → Execution Details → Fields & Relationships → New.
13. Select **Master-Detail Relationship**, click **Next**.
14. Choose **Task** as the related object → click **Next**.
15. Set Field Name: **Task** (Label auto-generated) → click **Next** twice → **Save**.

The screenshot shows the Salesforce Setup interface under the Object Manager. A custom field named 'Task' is being created on the 'Execution Detail' object. The 'Field & Relationships' tab is selected. The 'Field Information' section shows the field label as 'Task', field name as 'Task', and API name as 'Task\_\_c'. The 'Data Type' is set to 'Master-Detail'. The 'Master-Detail Options' section shows the related object as 'Task' and the child relationship name as 'Execution\_Details'. The 'Validation Rules' section is empty.

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

16. Setup → Object Manager → Drop-Off Point → Fields & Relationships → New.
17. Select **Lookup Relationship**, click **Next**
18. Choose **Venue** as the related object, click **Next**
19. Field Name: **Venue**, Label auto-generated → click **Next** twice → **Save**.



## **Creation of Lookup Relationship Field on Task Object:**

20. Setup → Object Manager → Task → Fields & Relationships → New
21. Choose **Lookup Relationship**, then **Next**
22. Select **Venue** as the related object → **Next**
23. Field Name: **Sponsored\_By** (label auto-generated) → click **Next** twice → **Save**.

**Task Custom Field**  
**Sponsored By**

**Custom Field Definition Detail**

**Field Information**

Field Label	Sponsored By
Field Name	Sponsored_By
API Name	Sponsored_By_c
Description	
Help Text	
Data Owner	
Field Usage	
Data Sensitivity Level	
Compliance Categorization	
Created By	Sujitha Animesh 7/10/2025, 10:12 PM
Modified By	Sujitha Animesh 7/10/2025, 10:12 PM

**Object Name**: Task  
**Data Type**: Lookup

**Lookup Options**

Related To	Venue
Related List Label	Tasks
Required	<input checked="" type="checkbox"/>

What to do if the lookup record is deleted?  Clear the value of this field.

**Validation Rules**

## Creation of Lookup Relationship Field on Task Object:

24. Setup → Object Manager → Task → Fields & Relationships → New
25. Select **Lookup Relationship** → click **Next**
26. Choose **Drop-Off Point** as the related object → click **Next**
27. Field Name: **Drop\_Off\_Point** (label auto-generated) → **Next** twice → **Save**.

**Task Custom Field**  
**Drop-Off Point**

**Custom Field Definition Detail**

**Field Information**

Field Label	Drop-Off Point
Field Name	Drop_Off_Point
API Name	Drop_Off_Point_c
Description	
Help Text	
Data Owner	
Field Usage	
Data Sensitivity Level	
Compliance Categorization	
Created By	Sujitha Animesh 7/10/2025, 10:13 PM
Modified By	Sujitha Animesh 7/11/2025, 1:30 AM

**Object Name**: Task  
**Data Type**: Lookup

**Lookup Options**

Related To	Drop-Off Point
Related List Label	Tasks
Required	<input checked="" type="checkbox"/>

What to do if the lookup record is deleted?  Don't allow deletion of the lookup record that's part of a lookup relationship.

**Validation Rules**

## Creation of fields for the Venue object :

1. Setup → Object Manager → Venue → Fields & Relationships → New.
2. Choose **Email** data type → **Next**

3. Set **Field Label & Field Name** to **Contact Email**, mark as **Required**.
4. Click **Next → Next → Save**.

The screenshot shows the Salesforce Setup interface for creating a custom field. The top navigation bar includes 'Setup', 'Home', and 'Object Manager'. The main title is 'Venue Custom Field Contact Email'. The left sidebar under 'Fields & Relationships' lists various options like Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, etc. The central panel displays the 'Custom Field Definition Detail' for 'Contact Email'. Key details include:

- Field Information:** Field Label: Contact Email, Field Name: Contact\_Email, API Name: Contact\_Email\_\_c, Object Name: Venue, Data Type: Email.
- General Options:** Required is checked, while Unique, External ID, and Default Value are not selected.
- Validation Rules:** No validation rules defined.

### To create another fields in an object:

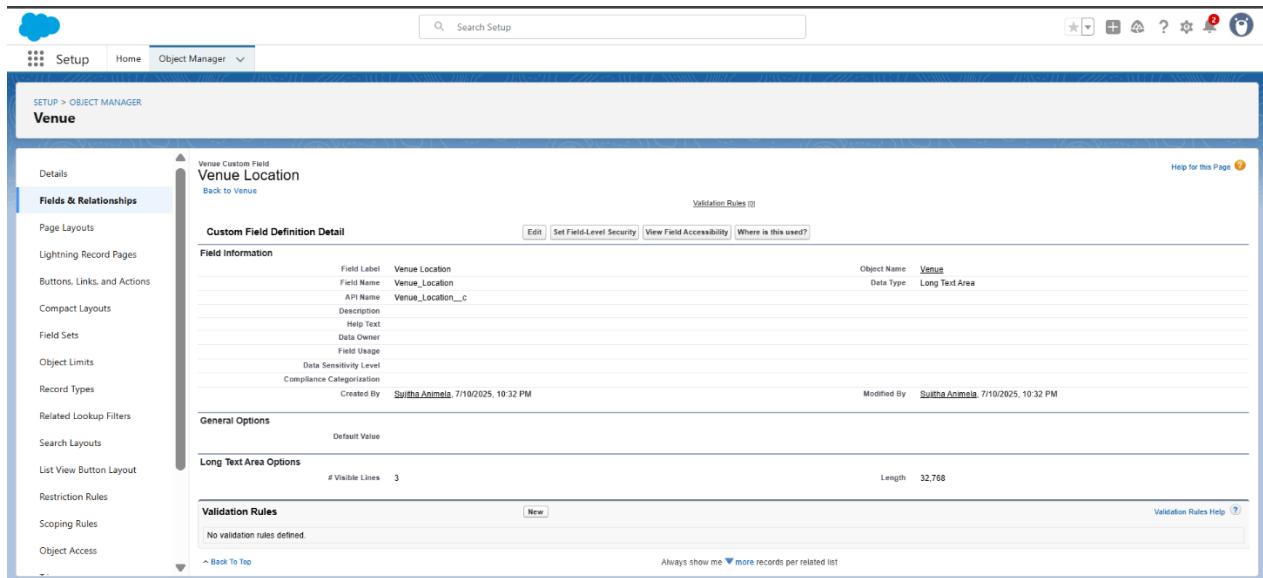
5. Setup → Object Manager → Venue → Fields & Relationships → New.
6. Select **Phone** as the data type → **Next**.
7. Set **Field Label** and **Field Name** to **Contact Phone**, then mark as **Required**
8. Click **Next → Next → Save & New**.

## To create another fields in an object:

1. Setup → Object Manager → Venue → Fields & Relationships → New.
2. Choose **Geolocation** as the data type → Next
3. Set: **Field Label:** Location, **Decimal Places:** 4, **Field Name:** Location, **Field Name:** Location.
4. Click **Next** → **Next** → **Save & New.**

## To create other fields in an object:

9. Setup → Object Manager → Venue → Fields & Relationships → New.
10. Choose **Long Text Area**, click **Next**
11. Enter: **Field Label:** Venue Location, **Field Name:** Venue\_Location.
12. Click **Next** → **Next** → **Save** (as per Salesforce custom field creation workflow).



### Creation of fields for the Drop-Off point object:

1. Setup → Object Manager → Drop-Off Point → Fields & Relationships → New
2. Choose Geolocation → Next
3. Enter: Field Label: Location 2, **Field Name:** auto-generated, **Description:** Enter the Geolocation of the Drop off Point, **Options:** Decimal, **Decimal Places:** 4.
4. Click **Next** → **Next** → **Save & New**.

**Drop-Off Point Custom Field Location 2**

**Custom Field Definition Detail**

**Field Information**

- Field Label: Location 2
- Field Name: Location\_2
- API Name: Location\_2\_c
- Description: Enter the Geolocation of the Drop off Point
- Help Text
- Data Owner
- Field Usage
- Data Sensitivity Level
- Compliance Categorization

Created By: Sujitha.Animela 7/10/2025, 10:34 PM Modified By: Sujitha.Animela 7/10/2025, 10:34 PM

**General** Required

**Geolocation Options**

- Decimal: ✓
- Decimal Places: 4

**Validation Rules** No validation rules defined Validation Rules Help

## To create another fields in an object:

1. Setup → Object Manager → Drop-Off Point → Fields & Relationships → New.
2. Choose **Formula** → Next
3. Set: **Field Label**: distance calculation, **Field Name**: distance\_calculation, **Return Type**: Number.
4. In the formula editor, use: DISTANCE(Location\_2\_\_c, Venue\_\_r.Location\_\_c, 'km')
5. Click **Next** → **Next** → **Save & New**.

**Drop-Off Point Custom Field distance calculation**

**Custom Field Definition Detail**

**Field Information**

- Field Label: distance calculation
- Field Name: distance\_calculation
- API Name: distance\_calculation\_c
- Description
- Help Text
- Data Owner
- Field Usage
- Data Sensitivity Level
- Compliance Categorization

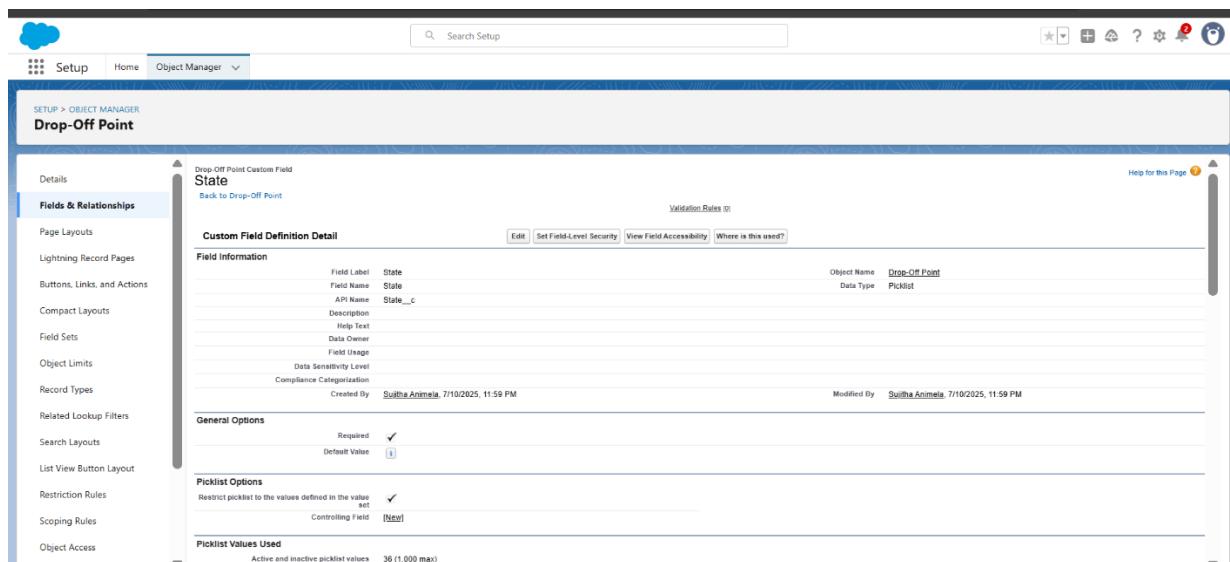
Created By: Sujitha.Animela 7/10/2025, 11:56 PM Modified By: Sujitha.Animela 7/10/2025, 11:56 PM

**Formula Options**

- Data Type: Formula
- Decimal Places: 2
- DISTANCE(Location\_2\_\_c, Venue\_\_r.Location\_\_c, 'km')

## To create another fields in an object:

5. Setup → Object Manager → Drop-Off Point → Fields & Relationships → New.
6. Select **Picklist** → Next
7. Set: **Field Label:** State, **Field Name:** State, **Values:** Enter all Indian States and UTs (one per line).
8. Mark **Required** → Next → Next → Save and new.



## To create another fields in an object:

9. Setup → Object Manager → Task → Fields & Relationships → New
10. Select **Number** → Next
11. Label/Name: Distance | Length: 14 | Decimal Places: 4 | Required
12. Next → Next → Save & New.

The screenshot shows the Salesforce Setup interface under the Object Manager for the 'Task' object. A custom field named 'Distance' has been created. The 'Field & Relationships' tab is selected. The 'Custom Field Definition Detail' page displays the following information:

- Field Information:** Field Label: Distance, Field Name: Distance, API Name: Distance\_\_c.
- General Options:** Required (checkbox checked), Unique (checkbox unchecked), External ID (checkbox unchecked), AI Prediction (checkbox unchecked).
- Number Options:** Length: 14, Decimal Places: 4.

Object Name: Task, Date Type: Number.

## Creation of fields for the Task object:

1. Setup → Object Manager → Task → Fields & Relationships → New.
2. Select Auto Number → Next.
3. Label: Task ID.
4. Display Format: TASK-{0}.
5. Starting Number: 1.
6. (check Required).
7. Next → Next → Save & New.

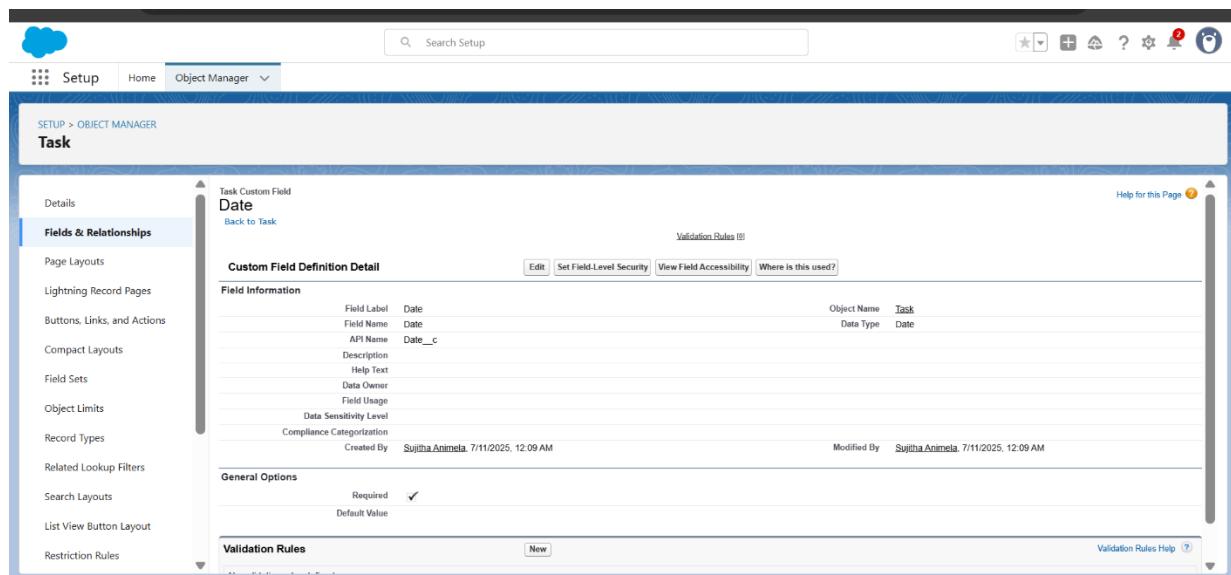
The screenshot shows the Salesforce Setup interface under the Object Manager for the 'Task' object. A custom field named 'Task ID' has been created. The 'Field & Relationships' tab is selected. The 'Custom Field Definition Detail' page displays the following information:

- Field Information:** Field Label: Task ID, Field Name: Task\_ID, API Name: Task\_ID\_\_c.
- General Options:** External ID (checkbox unchecked).
- Auto Number Options:** Display Format: TASK-{0}.

Object Name: Task, Data Type: Auto Number.

## To create another fields in an object:

1. Setup → Object Manager → Task → Fields & Relationships → New
2. Select \*\*Date\*\* → Next
3. Label/Name: Date (check Required)
4. Next → Next → Save & New.



## To create another fields in an object:

5. Setup → Object Manager → Task → Fields & Relationships → New
6. Select “Picklist (Multi-Select)” → Next
7. Label/API Name: Food Category
8. Values (one per line):
  9. Veg
  10. Non-Veg
  11. Salad
  12. Snack
13. Required → Next → Next → Save & New.

**Task Custom Field**  
**Food Category**

**Custom Field Definition Detail**

Field Label	Food Category	Object Name	Task
Field Name	Food_Category	Data Type	Picklist (Multi-Select)
API Name	Food_Category__c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	Sujitha Animela	Modified By	Sujitha Animela
General Options	Required <input checked="" type="checkbox"/>		
Default Value	<input type="text"/>		
<b>Picklist (Multi-Select) Options</b>			
Restrict picklist to the values defined in the dropdown			

### To create another fields in an object:

9. Setup → Object Manager → Task → Fields & Relationships → New
10. Select “Number” → Next
11. Label/API Name: Number of People Served / Number\_of\_People\_Served    12. Required → Next → Next → Save & New.

**Task Custom Field**  
**Number of People Served**

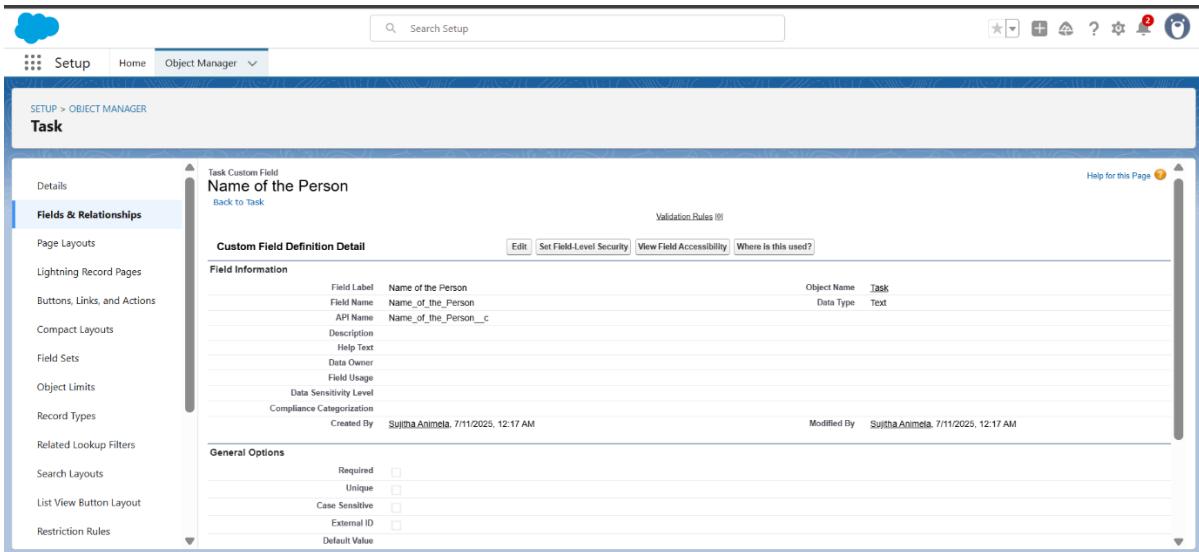
**Custom Field Definition Detail**

Field Label	Number of People Served	Object Name	Task
Field Name	Number_of_People_Served	Data Type	Number
API Name	Number_of_People_Served__c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	Sujitha Animela	Modified By	Sujitha Animela
General Options	Required <input checked="" type="checkbox"/>		
Unique	<input type="checkbox"/>		
External ID	<input type="checkbox"/>		
AI Prediction	<input type="checkbox"/>		
Default Value	<input type="text"/>		

### To create another fields in an object:

13. Setup → Object Manager → Task → Fields & Relationships → New

14. Select “Text” → Next
15. Label/API Name: Name of the Person / Name\_of\_the\_Person
16. Next → Next → Save & New.



### To create another fields in an object:

17. Setup → Object Manager → Task → Fields & Relationships → New
18. Select “Phone” → Next
19. Label/API Name: Phone
20. Next → Next → Save & New .

The screenshot shows the Salesforce Setup interface under the Object Manager. A custom field named 'Phone' is being created for the 'Task' object. The 'Fields & Relationships' tab is selected. The field information includes:

- Field Label:** Phone
- Field Name:** Phone
- API Name:** Phone\_\_c
- Description:** Help Text
- Data Owner:** Data Owner
- Field Usage:** Field Usage
- Data Sensitivity Level:** Data Sensitivity Level
- Compliance Categorization:** Compliance Categorization
- Created By:** Sulitha.Animela, 7/11/2025, 12:18 AM
- Object Name:** Task
- Data Type:** Phone
- Modified By:** Sulitha.Animela, 7/11/2025, 12:18 AM

General Options include 'Required' (unchecked) and 'Default Value'. Validation Rules are listed below.

## To create another fields in an object:

21. Setup → Object Manager → Task → Fields & Relationships → New
22. Select “Picklist” → Next
23. Label/API Name: Rating
24. Values (one per line):  
30. Next → Next → Save & New.

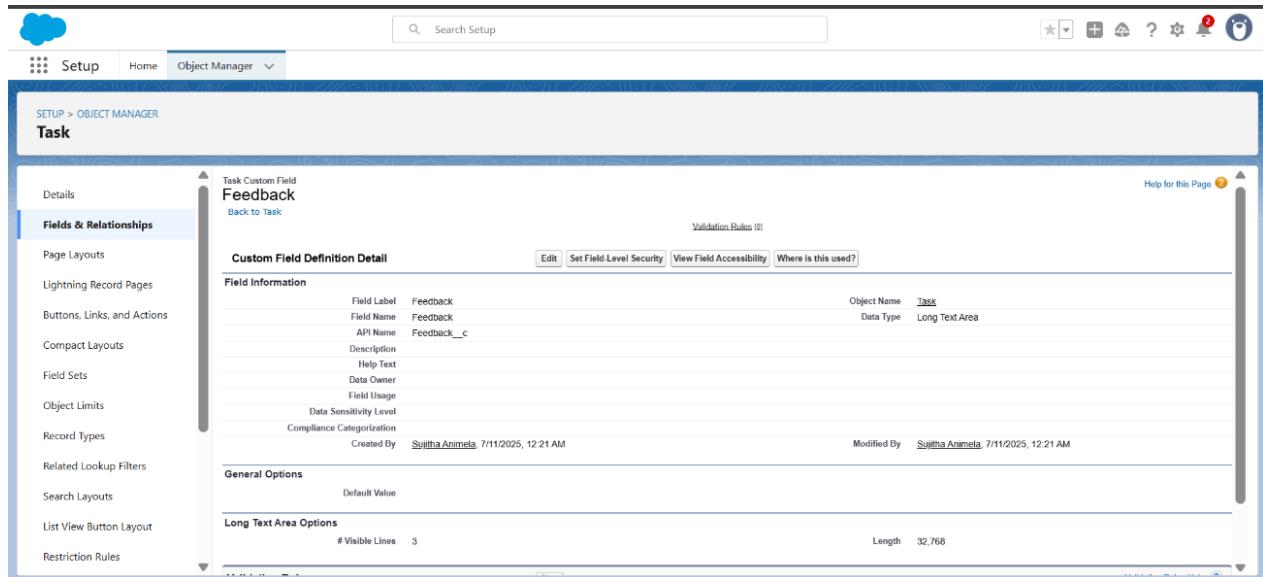
The screenshot shows the Salesforce Setup interface under the Object Manager. A custom field named 'Rating' is being created for the 'Task' object. The 'Fields & Relationships' tab is selected. The field information includes:

- Field Label:** Rating
- Field Name:** Rating
- API Name:** Rating\_\_c
- Description:** Help Text
- Data Owner:** Data Owner
- Field Usage:** Field Usage
- Data Sensitivity Level:** Data Sensitivity Level
- Compliance Categorization:** Compliance Categorization
- Created By:** Sulitha.Animela, 7/11/2025, 12:20 AM
- Object Name:** Task
- Data Type:** Picklist
- Modified By:** Sulitha.Animela, 7/11/2025, 12:20 AM

General Options include 'Required' (unchecked) and 'Default Value'. Picklist Options include 'Restrict picklist to the values defined in' (checked).

## To create another fields in an object:

25. Setup → Object Manager → [Your Object] → Fields & Relationships → New
26. Select “Long Text Area” → Next
27. Label/API Name: Feedback
28. Next → Next → Save & New.



## Creation of fields for the Volunteer object:

1. Setup → Object Manager → search for **Volunteer** → open it.
2. Fields & Relationships → New.
3. Choose Auto Number → Next.
4. Enter **Field Label** = “Volunteer ID” (Field Name auto-fills).
5. Check **Required** → Next → Next → Save & New.

The screenshot shows the Salesforce Setup interface with the 'Object Manager' selected. A search bar at the top right contains the text 'Search Setup'. Below the header, there are several icons: a cloud, a gear, a plus sign, a question mark, a gear, a bell, and a user profile. The main content area displays the 'Volunteer' object details. On the left, a sidebar lists various setup categories like 'Page Layouts', 'Lightning Record Pages', and 'Fields & Relationships'. The 'Fields & Relationships' section is currently active. The main panel shows a 'Custom Field Definition Detail' for a field named 'Volunteer ID'. The field information includes:

Field Label	Volunteer ID	Object Name	Volunteer
Field Name	Volunteer_ID	Data Type	Auto Number
API Name	Volunteer_ID_c		
Description			
Help Text			
Data Owner			
Field Usage			
Data Sensitivity Level			
Compliance Categorization			
Created By	Sujitha Animeta, 7/11/2025, 12:24 AM	Modified By	Sujitha Animeta, 7/11/2025, 12:24 AM

Below this, sections for 'General Options' and 'Auto Number Options' are visible. The 'General Options' section includes an 'External ID' checkbox. The 'Auto Number Options' section includes a 'Display Format' dropdown.

### To create another fields in an object:

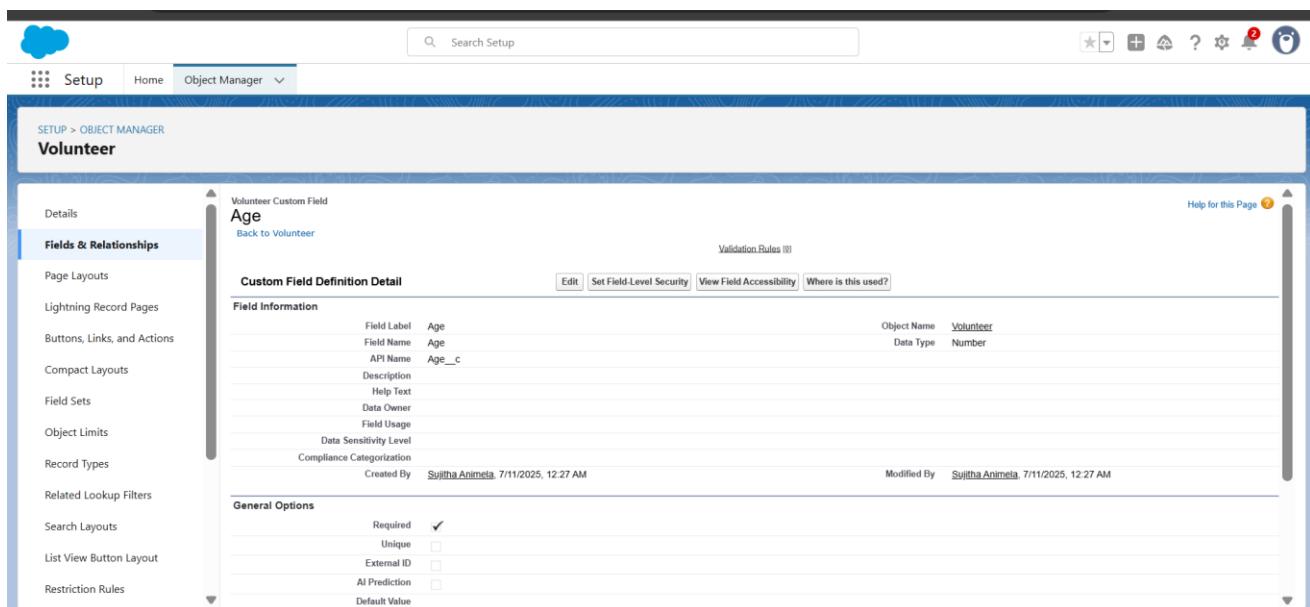
1. Go to **Setup** → **Object Manager** → search and select **Volunteer**.
2. Click **Fields & Relationships** → **New**.
3. Choose **Picklist** as the data type → **Next**.
4. Set **Field Label** = *Gender* (Field Name auto-fills).
5. Under values, enter each on a new line:
  - Female.
  - Male.
6. Click **Next** → **Next** → **Save & New**.

## To create another fields in an object:

7. **Setup → Object Manager** → search for and select Volunteer.
8. Click **Fields & Relationships** → New.
9. Select **Date** as the data type → Next.
10. Set:
  - **Field Label** = *Available On* (Field Name auto-fills)
  - Check **Required**
11. Click **Next** → **Next** → **Save & New** (or **Save** to finish).

## To create another fields in an object:

1. Setup → Object Manager → Volunteer
2. Fields & Relationships → New → Number → Next
3. Field Label: Age (API Name auto-populates)
4. Check Required → Next → Next → Save & New.



## To create another fields in an object:

1. Setup → Object Manager → Volunteer
2. Fields & Relationships → New → Email → Next
3. Label: Email (API Name auto-fills)
4. ✓ Required → Next → Next → Save & New.

The screenshot shows the Salesforce setup interface for creating a custom field named 'Email' on the 'Volunteer' object. The 'Fields & Relationships' tab is selected. The 'Field Information' section shows the field label as 'Email', field name as 'Email', and API name as 'Email\_\_c'. The 'General Options' section has 'Required' checked. A note at the top right indicates that this is a 'Volunteer Custom Field: Email – Salesforce - Developer Edition'.

## To create another fields in an object:

1. Setup → Object Manager → Volunteer
2. Fields & Relationships → New → Number → Next
3. Label: Contact Number (API Name auto-fills)
4. ✓ Required → Next → Next → Save & New.

The screenshot shows the Salesforce setup interface for creating a custom field named 'Contact Number' on the 'Volunteer' object. The 'Fields & Relationships' tab is selected. The 'Field Information' section shows the field label as 'Contact Number', field name as 'Contact\_Number', and API name as 'Contact\_Number\_\_c'. The 'General Options' section has 'Required' checked. A note at the top right indicates that this is a 'Volunteer Custom Field: Contact Number – Salesforce - Developer Edition'.

## To create another fields in an object:

1. Setup → Object Manager → Volunteer
2. Fields & Relationships → New → Text Area (Long) → Next
3. Label: Address (API Name auto-fills)
4. Next → Next → Save & New.

The screenshot shows the Salesforce Object Manager interface. The top navigation bar includes a cloud icon, a search bar labeled 'Search Setup', and various global buttons. The main header says 'SETUP > OBJECT MANAGER' and 'Volunteer'. On the left, a sidebar lists options like Details, Fields & Relationships (which is 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, and Restriction Rules. The main content area displays the 'Custom Field Definition Detail' for a field named 'Address'. It shows the field label 'Address', field name 'Address', API name 'Address\_\_c', and a description. Under 'Field Information', it lists Help Text, Data Owner, Field Usage, Data Sensitivity Level, and Compliance Categorization. It also shows the created by user 'Sujitha Animela' and the creation date '7/11/2025, 12:29 AM'. Under 'General Options', it shows the default value and long text area options with 3 visible lines and a length of 32,768. At the bottom right, there are buttons for 'Edit', 'Set Field-Level Security', 'View Field Accessibility', and 'Where is this used?'. A help link 'Help for this Page' is at the top right.

## To create another fields in an object:

1. Setup → Object Manager → Volunteer
2. Fields & Relationships → New → Date → Next
3. Label: Date of Birth (API Name auto-fills)
4. Next → Next → Save & New.

## Creation of fields for the Execution Details object:

1. Setup → Object Manager → Volunteer
2. Fields & Relationships → New → Auto Number → Next
3. Label: Execution ID (Name auto-fills)
4. ✓ Required → Next → Next → Save & New.

## Create Flow to create a record in Venue object :

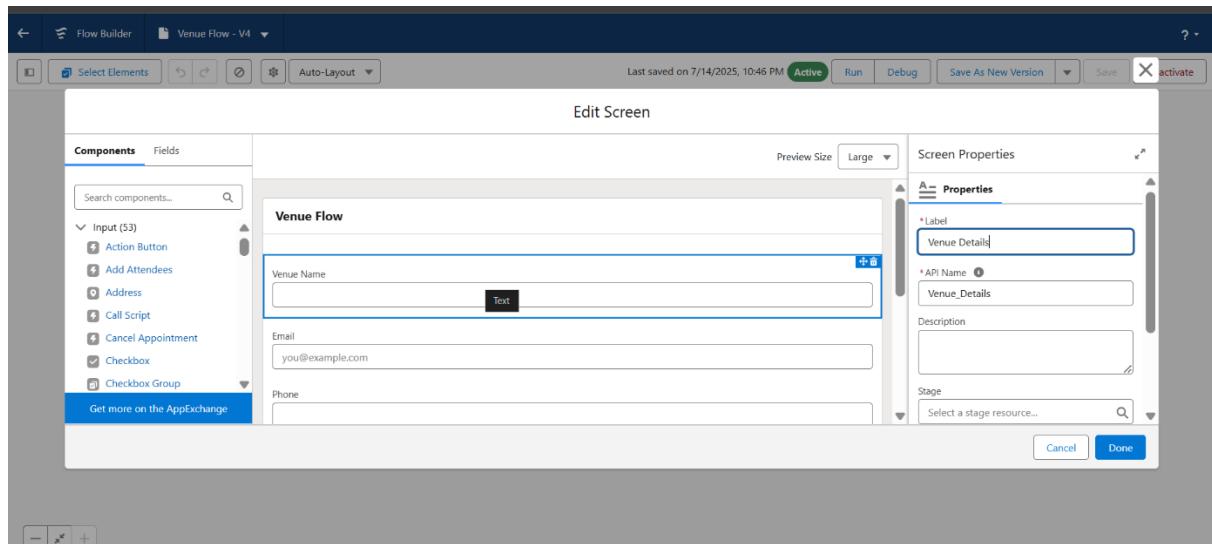
1. Go to setup >> type Flow in quick find box >> Click on the Flow and Select the New Flow.
2. Select the Screen flow. Click on create.

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



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

Label: Venue Name

API Name: Venue\_Name

6. Click on Email Component and name it as:

Label: Email

API Name: Contact\_Email

7. Click on Phone Component and name it as:

Label: Phone

API Name: Contact\_Phone

8. Click on Text Component and name it as:

Label: Venue Location

API Name: Venue\_Location

9. Click on Number Component and name it as:

Label: Latitude

API Name: Latitude

10. Click on Number Component and name it as:

Label: longitude

API Name: longitude

11. Next click on Done. This would like below

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

13. 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:

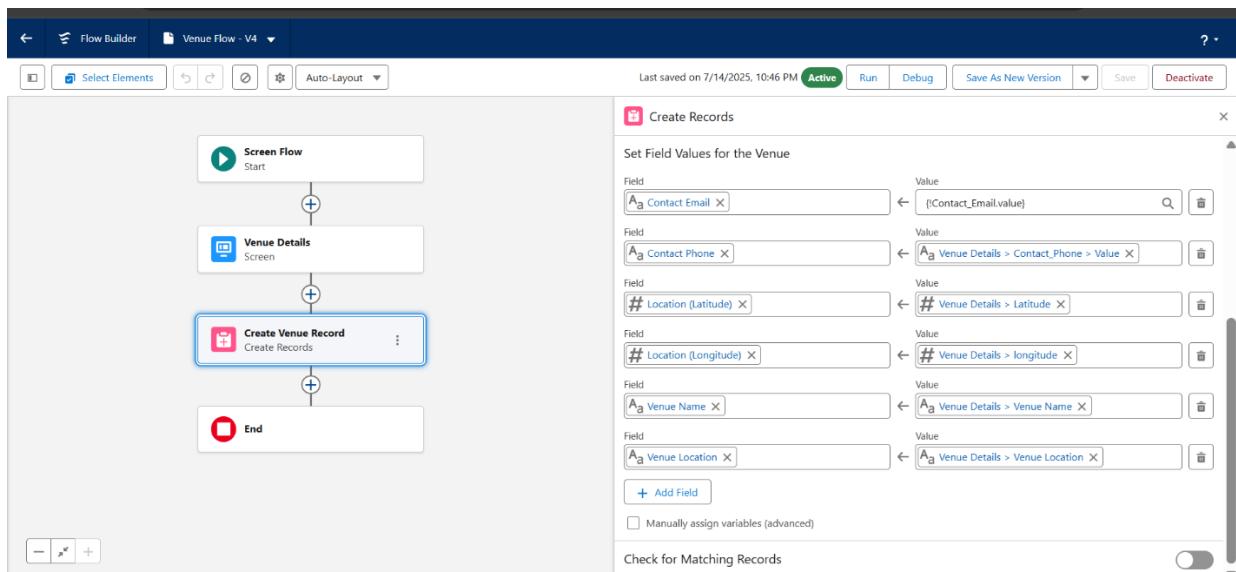
Value = Contact\_Phone\_c : {! Contact\_Phone.value}

Field: Value = Name: {! Venue Name}

Field: Value = Venue\_Location\_c : {! location}

Field: Value = Location\_Latitude\_s : {! latitude}

Field: Value = Location\_Longitude\_s : {!longitude}



14. This would look like:

15. Click on Save as:

Flow Label: Venue Form

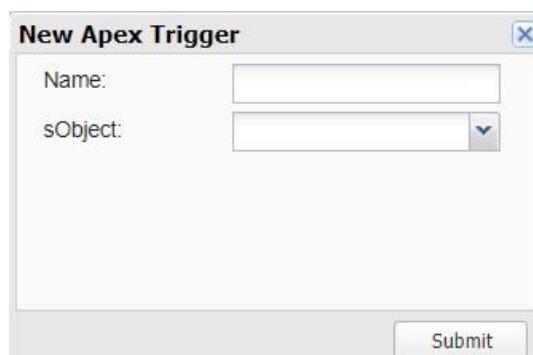
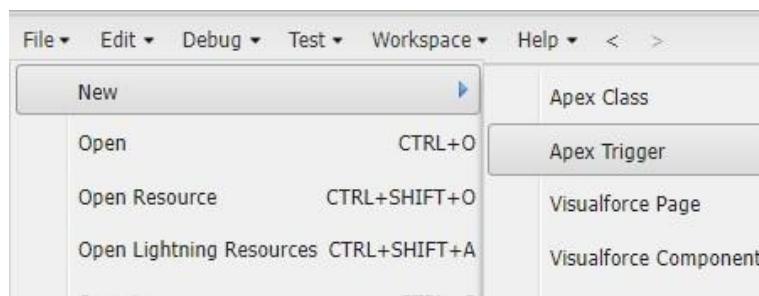
Flow API Name: Venue\_Form

### **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. Setup → Gear icon → Developer Console
2. File → New → Apex Trigger
3. Trigger Name: DropOffTriggers
4. sObject: Drop-Off Point
5. Click Submit

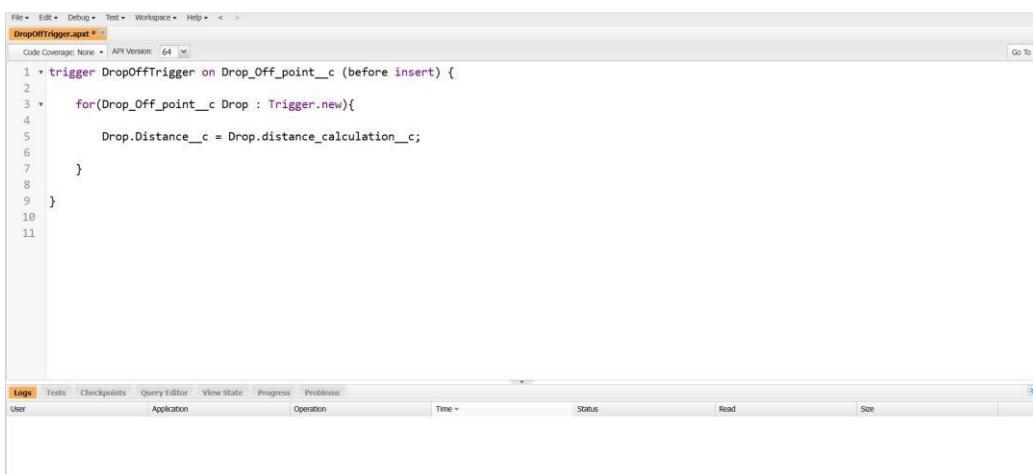


## Trigger Code

(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;
    }
}
```



## Phase 3: UI/UX Development & Customization:

### Create a Lightning App

To create a lightning app page:

1. Setup → Quick Find: App Manager → Click “App Manager”
2. Click “New Lightning App”.

The screenshot shows the 'App Details & Branding' section of the Lightning App Builder. On the left, a sidebar lists 'App Settings' with 'App Details & Branding' selected. The main area contains fields for 'App Name' (FoodConnect), 'Developer Name' (FoodConnect), and 'Description' (Enter a description...). It also includes sections for 'Image' (a logo for 'FOOD CONNECT click discover enjoy'), 'Primary Color Hex Value' (#007002), and 'Org Theme Options' (unchecked). Below this is an 'App Launcher Preview' showing the app icon and name.

### 3. App Details & Branding.

- **App Name:** FoodConnect.
- **Developer Name:** auto-populates.
- **Image:** optional.
- **Primary Color :** keep as default.

### 4. Navigation Style.

- **Click Next.**
- On the App Options page, choose **Navigation Style: Standard Navigation.**
- **Click Next.**

The screenshot shows the 'App Options' section of the Lightning App Builder. On the left, a sidebar lists 'App Settings' with 'App Options' selected. The main area contains sections for 'Navigation and Form Factor' (with 'Standard navigation' selected), 'Setup and Personalization' (with 'Setup Experience' set to 'Setup (full set of Setup options)'), and 'App Personalization Settings' (with checkboxes for 'Disable end user personalization of nav items in this app', 'Disable temporary tabs for items outside of this app', and 'Use Omni-Channel sidebar' all unchecked).

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

5. To Add Navigation Items:

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:

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

3. Open Custom Reports and click on New Report 4. Select Report

Type: Venue with DropOff with Volunteer

5. Then click on Start Report.

6. In GROUP ROWS: Add Volunteer Name

7. In Columns: Add Venue Name, Drop-Off point Name, Distance.

The screenshot shows the FoodConnect application interface with a report titled "venue and Drop Off point" filtered to "Venue with DropOff with Volunteer". The report is grouped by "Volunteer Name" (highlighted in blue). The data table has columns: "Volunteer Name" (sorted), "Venue Name", "Drop-Off Point Name", and "Distance". The data is as follows:

Volunteer Name	Venue Name	Drop-Off Point Name	Distance
Ujwala Grand	-	-	-
	Paradise Graden Function Hall	Suraram village	23.6000
	La Royale Banquet Hall	Jeedimetta	28.4000
			52.0000
Lakya (1)	La Royale Banquet Hall	Zilla Parishad High School	5.4000
			5.4000
Mokshith (1)	La Royale Banquet Hall	Shapur	8.7000
			8.7000
Total (5)			66.1000

8. Now click on Save & Run.

9. Give Label as:

10. Report Name: venue and Drop Off point

11. Report Unique Name: Auto Populated

12. 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

- 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 FoodConnect application's reporting interface. The report is titled "Volunteer Task" under the "REPORT" dropdown. The main area displays a table with the following data:

Volunteer: Volunteer ID	Volunteer: Volunteer Name	Task: Task Name	Execution Detail: Execution Detail Name	Task: Owner Name	Date	Rating
1 (1)	Lakya	Task1	Execution1	Sujitha Animela	7/8/2025	-
2 (1)	Mokshith	Task 2	Execution 2	Sujitha Animela	7/16/2024	-
Total (2)						

The left sidebar shows the "Fields" section with "Groups" and "Columns" defined. The "Groups" section includes "GROUP ROWS" and "Add group...". The "Columns" section lists "Volunteer: Volunteer Name", "Task: Task Name", "Execution Detail: Execution De", "Task: Owner Name", "Date", and "Rating".

- Now click on Save & Run.

- Give Label as:

Report Name: Volunteer Task

Report Unique Name: Auto Populated

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

### **Adding venue and Drop Off point Report to the Dashboard**

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

- Click on New Folder.

Folder Label: Custom Dashboards

Folder Unique Name: Auto Populated

- Open Custom Dashboards and click on New Dashboards

- Name: Organization Details

- Click on Widget and select Chart or Table

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

- Then click on select

- In Add Component:

Display As: Select Lightning Table

## Component Theme: Select Dark (Optional)

The screenshot shows the FoodConnect application's dashboard configuration. A central modal window titled 'Edit Widget' is open, displaying a report titled 'venue and Drop Off point'. The report table contains the following data:

Venue Name	Drop-Off Point Name	Distance
La Royale Banquet Hall	Zilla Parishad High School	5.4000
La Royale Banquet Hall	Shapur	8.7000
La Royale Banquet Hall	Jeedimetta	28.4000
Paradise Graden Function Hall	Suraram village	23.6000
Uwala Grand	-	-

Below the table is a 'View Report (venue and Drop Off point)' link. The 'Edit Widget' dialog also includes sections for 'Report', 'Display As', 'Groups', and 'Columns', along with 'Cancel' and 'Update' buttons. The background shows a blurred view of a food distribution activity.

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)

The screenshot shows the FoodConnect application's dashboard configuration. A central modal window titled 'Edit Widget' is open, displaying a report titled 'Volunteer Task'. The report shows a line chart with one data point at (1, 1). The chart has 'Volunteer: Volunteer ID' on the X-axis and 'Record Count' on the Y-axis. Below the chart is a 'View Report (Volunteer Task)' link. The 'Edit Widget' dialog includes sections for 'Report', 'Display As', 'X-Axis', and 'Y-Axis', along with 'Preview' and 'Cancel/Update' buttons.

1. Now click on save.

The screenshot shows the FoodConnect software interface. At the top, there's a navigation bar with links for Home, Venues, Drop-Off Points, Tasks, Volunteers, Execution Details, Reports, and Dashboards. Below the navigation is a search bar and a toolbar with various icons. The main area is titled "Task Execution Details" and contains two reports. The first report, "venue and Drop Off point", has a table with columns: Venue Name, Drop-Off Point Name, and Distance. The second report, "Volunteer Task", is a chart titled "Record Count" showing values for Volunteer ID 1 and 2. On the far right, there's a photograph of a person wearing a green apron and gloves handing out a bowl of food to another person.

## 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.

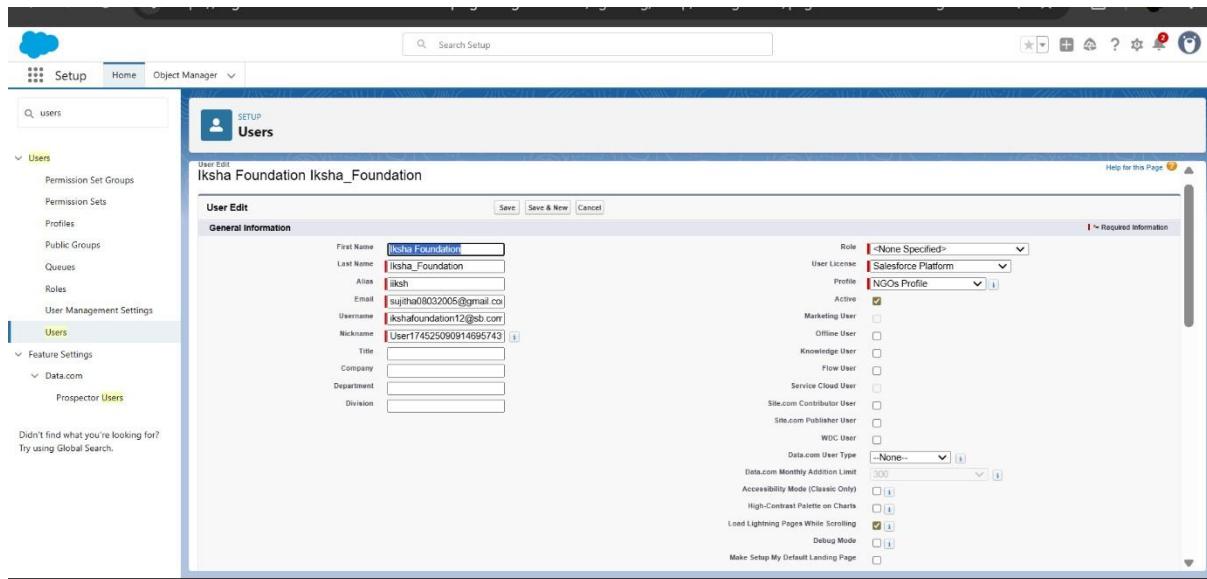
### Profiles, Roles, Role Hierarchy, Permission Sets, Sharing Rules:

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. Setup → Quick Find “Profiles” → Profiles
2. Find “Standard Platform User” → Clone
3. Enter Profile Name: NGOs Profile
4. Click 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
4. Select your rule type: Select Based on criteria.
5. Select which records to be shared:

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

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

Public Groups: Iksha

7. Click on Save.

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

Label: Rule 2

Rule Name: Rule\_2

9. Select your rule type: Select Based on criteria.

10. Select which records to be shared:

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

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

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

Public Groups: NSS

12. Click on Save.

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

Label: Rule 3

Rule Name: Rule\_3

14. Select your rule type: Select Based on criteria.

15. Select which records to be shared:

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

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

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

Public Groups: Street Cause

17. Click on Save.

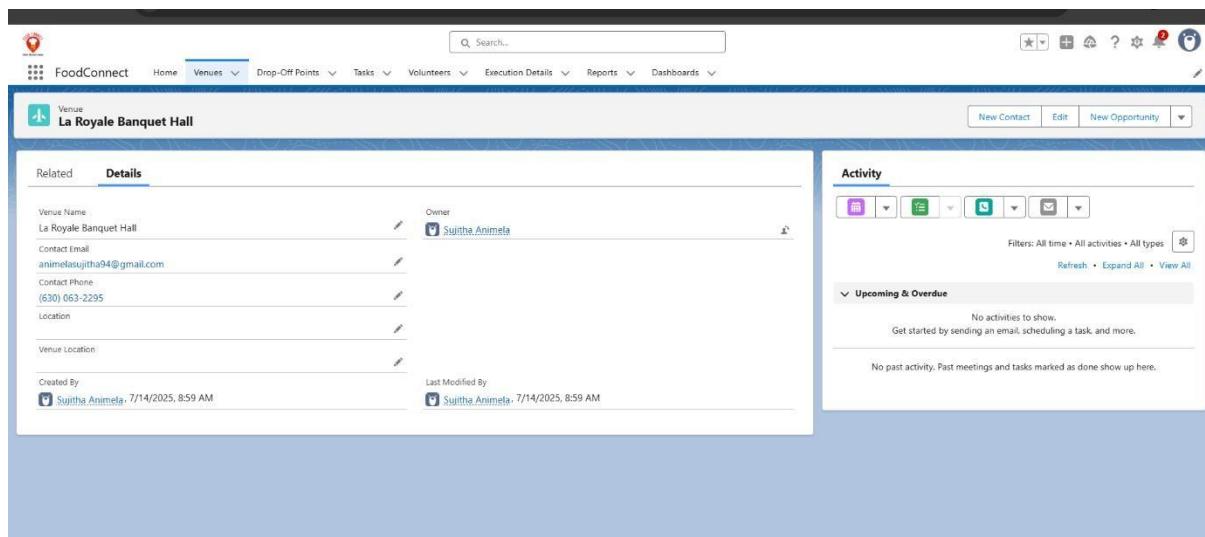
## Phase 5: Deployment, Documentation & Maintenance

### 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



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 application's interface. At the top, there is a navigation bar with links for Home, Venues, Drop-Off Points, Tasks, Volunteers, Execution Details, Reports, and Dashboards. A search bar is located at the top right. Below the navigation bar, the main content area has a header "Drop-Off Point Shapur". On the left, there is a "Details" tab showing various fields: Drop-Off Point Name (Shapur), Owner (Sujitha Animela), Venue\_c (La Royale Banquet Hall), Location (Location 2), distance calculation (0.00), State (Andhra Pradesh), Distance (8.7000), and Created By (Sujitha Animela) with a timestamp of 7/14/2025, 9:25 AM. On the right, there is a section titled "Activity" which is currently empty, displaying a message: "No activities to show. Get started by sending an email, scheduling a task, and more." There are also buttons for New Contact, Edit, and New Opportunity.

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 application's interface. At the top, there is a navigation bar with links for Home, Venues, Drop-Off Points, Tasks, Volunteers, Execution Details, Reports, and Dashboards. A search bar is located at the top right. Below the navigation bar, the main content area has a header "Volunteer Mokshith". On the left, there is a "Details" tab showing various fields: Volunteer Name (Mokshith), Drop-Off Point (Shapur), Volunteer ID (2), Gender (Male), Available On (7/23/2025), Age (20), Email (animela.sujitha94@gmail.com), Contact Number (6300632295), Address, Date of Birth, Execution ID (2), and Created By (Sujitha Animela) with a timestamp of 7/14/2025, 9:40 AM. On the right, there is a section titled "Activity" which is currently empty, displaying a message: "No activities to show. Get started by sending an email, scheduling a task, and more." There are also buttons for New Contact, Edit, and New Opportunity.

 FoodConnect

Contact Mr. Andy Young

Title Account Name Phone (2) Email Contact Owner Sujitha Animela

Related Details

Contact Owner	Phone
Sujitha Animela	Home Phone
Name	Mobile
Mr. Andy Young	Other Phone
Account Name	Fax
Title	Email
Department	Assistant
Birthdate	Asst. Phone
Reports To	Other Address
Lead Source	Level
Mailing Address	
Languages	

Activity Chatter

Filters: All time • All activities • All types Refresh • Expand All • View All

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

July 2025 This Month

Email You had a task about Manager Today

No more past activities to load.

 FoodConnect

Execution Detail Execution1

New Contact Edit New Opportunity

Related Details

Execution Detail Name	Last Modified By
Execution1	Sujitha Animela
Volunteer	Created By
Lakya	Sujitha Animela
Task	7/14/2025, 9:40 AM
Task1	

Activity

Filters: All time • All activities • All types Refresh • Expand All • View All

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

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

Report: Tasks with Execution Details and Volunteers  
**Volunteer Task**

Total Records 2

<input type="checkbox"/> Volunteer: Volunteer ID	<input type="checkbox"/> Volunteer: Volunteer Name	<input type="checkbox"/> Task: Task Name	<input type="checkbox"/> Execution Detail: Execution Detail Name	<input type="checkbox"/> Task: Owner Name	Date ↑	Rating
<input type="checkbox"/> 1 (1)	Lakya	Task1	Execution1	Sujitha Animela	7/8/2025	-
<b>Subtotal</b>						
<input type="checkbox"/> 2 (1)	Mokshith	Task 2	Execution 2	Sujitha Animela	7/16/2024	-
<b>Subtotal</b>						
<b>Total (2)</b>						

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 5 Total Distance 66.1000

<input type="checkbox"/> Volunteer Name	<input type="checkbox"/> Venue Name	<input type="checkbox"/> Drop-Off Point Name	Distance ↑
<input type="checkbox"/> - (3)	Ujjwala Grand	-	-
	Paradise Graden Function Hall	Suraram village	23.6000
	La Royale Banquet Hall1	Jeedimetta	28.4000
<b>Subtotal</b>			52.0000
<input type="checkbox"/> Lakya (1)	La Royale Banquet Hall	Zilla Parishad High School	5.4000
<b>Subtotal</b>			5.4000
<input type="checkbox"/> Mokshith (1)	La Royale Banquet Hall	Shapur	8.7000
<b>Subtotal</b>			8.7000
<b>Total (5)</b>			66.1000

The screenshot displays the FoodConnect application interface on a desktop browser. At the top, there's a navigation bar with links for Home, Venues, Drop-Off Points, Tasks, Volunteers, Execution Details, Reports, and Dashboards. A search bar is located at the top center. On the left, a sidebar shows a tree view of the organization structure. The main content area features three main sections: a 'Dashboard Task Execution Details' section with a table of venue and drop-off point data, a 'Volunteer Task' section with a chart showing record counts, and a 'Venue Form' section for entering venue details like name, email, phone, location, latitude, and longitude. A photograph of a person handing out food in a bowl is visible in the background of the form section.

## Troubleshooting Approach:

A systematic troubleshooting guide is maintained to resolve common issues such as failed pickups, notification errors, or data mismatches. Debug logs are reviewed to trace problems in Apex triggers or automation flows. Additionally, the CRM documentation includes details of object relationships, business logic, and error messages to assist technical teams in quickly diagnosing and fixing problems. This structured approach ensures system stability and minimizes downtime, supporting the mission of timely delivery of leftover food to the needy.

## Conclusion:

**FOODCONNECT** showcases how Salesforce CRM can be harnessed to create a powerful, scalable solution for surplus food redistribution. By automating the processes of collection, scheduling, and distribution, the platform significantly reduces manual effort and food waste, while ensuring timely delivery to underserved communities. The system's use of dashboards and automated communications enhances transparency and fosters stronger relationships with donors. This data-driven approach increases accountability and engagement—an essential factor in successful nonprofit initiatives. Furthermore, FOODCONNECT is built on a flexible architecture, enabling it to easily onboard additional donors, NGOs, and volunteers. This ensures the platform can grow in tandem with its mission. Looking toward the future, introducing AI-based demand forecasting can optimize resource allocation, while chatbot-driven donor support can streamline user engagement and elevate donor experience. These enhancements will not only deepen the platform's impact but also reinforce its core mission to combat hunger sustainably.