S.M.S College Of Arts And Science Coimbatore, Perur-641010

COLLEGE CODE : BRU4S

**TEAM ID : NM2025TMID27481**

**TEAM MEMBERS :**

**Team Leader : Karthikeyan.M**

**Email :** [**k29768238@gmail.com**](mailto:k29768238@gmail.com)

**Team Member 1 : Athinath.R**

**Email :** [**athinath350@gmail.com**](mailto:athinath350@gmail.com)

**Team Member 2 : Loganayaki.A**

**Email :** [**logu69935@gmsil.com**](mailto:logu69935@gmsil.com)

**Team Member** **3 : Mohammad Ansari.M**

**Email :** [**ansarisiddiq35355@gmail.com**](mailto:ansarisiddiq35355@gmail.com)

**To Supply Leftover Food To Poor**

Project Overview :

The project “To Supply Leftover Food to Poor” is a Salesforce-based CRM system designed to manage and streamline the process of collecting leftover food from restaurants, events, and households, and distributing it efficiently to underprivileged people. The system helps organizations track donors, food availability, logistics, and beneficiaries. It aims to reduce food wastage while addressing hunger in local communities.

Objectives :

The main objectives of this project are:

To create a centralized platform to manage food donors, collection, and distribution.

To ensure transparency in food donation and delivery through efficient tracking.

To automate workflows for food requests, approvals, and distribution.

To generate analytical reports and dashboards for monitoring donations, beneficiaries, and delivery timelines.

To improve customer (donor/volunteer) engagement and trust through timely communication.

These objectives add business and social value by promoting better resource utilization, streamlined operations, and improved social service delivery.

Salesforce Setup & Configuration :

Objects: Custom objects like Food Donation, Donor, Beneficiary, Volunteer, Delivery created to store data.

Tabs: Tabs were created for easy navigation of key objects.

Lightning App: A custom Lightning App was built to integrate all related objects.

Fields: Custom fields were added for donor contact info, food type, quantity, delivery status, etc.

Profiles & User Roles: Defined user roles such as Admin, Volunteer, Donor Coordinator with appropriate access levels.

Automation & Processes

Flows: Automated flows to assign delivery tasks to volunteers when new food donation records are created.

Triggers: Apex triggers implemented for real-time updates and validations (e.g., preventing expired food entry).

Validation Rules: Rules ensure correct data entry (e.g., food expiry date > current date).

Approval Process: Approval required from Admin before a large-scale food collection drive is initiated.

Testing Approach

* Unit testing done for flows and triggers to ensure automation works correctly.
* Test cases executed for record creation, validation errors, approvals, and dashboards.
* Reports tested to verify accuracy of donation and delivery data.

Reports & Dashboards :

Reports: Created on food donations by source, beneficiaries served, and delivery timelines.

Dashboards: Visual dashboards for management to track total donations, active volunteers, and pending deliveries.

Future Enhancements :

* Integration with WhatsApp or SMS notifications for volunteers and donors.
* AI-enabled prediction for food demand in specific areas.
* Chatbot integration for real-time donor queries.

**Conclusion** :

The “To Supply Leftover Food to Poor” Salesforce project successfully demonstrates how CRM tools can be used for social causes. By streamlining the food donation process, automating key workflows, and providing analytics through dashboards, the system ensures better coordination, reduced wastage, and timely delivery of food to the needy. Future enhancements like chatbot support and AI predictions can further improve efficiency and outreach.