**Problem Statement Document**

**Project Title**

**Food Waste Tracking CRM using Salesforce**

**1. Problem Statement**

Food wastage is a major issue in the hospitality sector, where restaurants and hotels often generate large amounts of surplus food. Without a proper tracking and coordination system with NGOs or food banks, much of this food goes unutilized. Manual methods like phone calls and spreadsheets make it difficult to:

* Track donations and donor history.
* Assign suitable NGOs based on food type and location.
* Ensure timely pickups and delivery.
* Maintain transparency in records.

This project proposes to build a **Salesforce-based Food Waste Tracking CRM** that provides a centralized platform for handling surplus food donations, managing NGO coordination, automating assignments, and generating actionable insights. The system will reduce food wastage while enhancing efficiency and transparency.

**2. Objectives**

1. Centralize donor (restaurants/hotels) and NGO records in Salesforce.
2. Automate NGO assignment based on location and food type.
3. Provide real-time dashboards for donation and pickup tracking.
4. Enable notifications and reminders for timely pickups.
5. Improve transparency between donors, NGOs, and administrators.

**3. Requirement Gathering**

The system requirements include:

* Recording donor details and food donation history.
* Managing NGO/food bank registrations and pickup requests.
* Automating NGO assignment, alerts, and reassignment.
* Providing dashboards for tracking donations, pickups, and wastage reduction.
* Enabling role-based access for donors, NGOs, and administrators.

**4. Stakeholder Analysis**

* **Donors (Restaurants/Hotels)**: Log surplus food donations.
* **NGOs/Food Banks**: Accept or decline donations and arrange pickups.
* **Administrators**: Monitor, manage, and oversee the process.
* **Technical Team (Developers/Admins)**: Build and maintain the Salesforce solution.
* **Reviewers/Examiners (Academic Context)**: Evaluate the project’s implementation and impact.

**5. Business Process Mapping**

**Donor Cycle**: Donor logs surplus food → NGO auto-assigned → NGO accepts/declines → Donation record updated.

**NGO Cycle**: NGO receives request → Arranges pickup → Updates status after collection → Completion tracked.

**Admin Cycle**: Admin monitors donations, reassigns if necessary, and generates reports.

Mapping these processes highlights the inefficiencies of manual coordination and shows how Salesforce automation can streamline food donation workflows.

**6. Industry-Specific Use Case Analysis**

* Use of food donation tracking systems to reduce waste.
* NGO assignment automation based on donor location.
* Dashboards for real-time monitoring of surplus food flow.
* Automated notifications for timely pickups and donor engagement.

This confirms the relevance of building a Salesforce-based solution tailored to the hospitality and NGO sector.

**7. AppExchange Exploration**

By reviewing nonprofit and logistics-related Salesforce apps (e.g., **Nonprofit Success Pack, Volunteer/Donation Management apps**), we:

* Identify existing best practices in donation management.
* Understand limitations of generic solutions for food waste tracking.
* Ensure the system is unique, practical, and scalable for real-world use.

**8. Scope of the Project**

* **Custom Objects**: Donor, Food Donation, NGO/Food Bank, Pickup Request.
* **Automation**: Flows, Validation Rules, Assignment Logic for NGO allocation.
* **Apex Development**: Triggers & Classes for advanced logic (e.g., reassignment if NGO rejects).
* **User Interface**: Lightning Pages, Portals for Donors & NGOs.
* **Integration**: Email/SMS alerts for confirmations and reminders.
* **Data Management**: Secure storage of donor/NGO/pickup data.
* **Reporting & Dashboards**: Track donations, pickups, and food wastage reduction.

**9. Expected Outcomes**

* A centralized Salesforce application for food waste tracking.
* Reduced manual coordination through automated assignments.
* Real-time reports and dashboards for administrators.
* Improved donor-NGO coordination with structured processes.
* A scalable solution adaptable to multiple NGOs and hospitality chains.

**10. Conclusion**

The **Salesforce Food Waste Tracking CRM** will provide a **modern, automated, and transparent solution** to tackle food wastage in the hospitality sector. By combining Salesforce’s **automation, reporting, and integration capabilities**, the project ensures both **academic depth and real-world impact**, reducing surplus food waste while strengthening NGO-donor collaboration.