

Project Title: To Supply Leftover Food to Poor (Salesforce Platform)

Date: November 02, 2025

Team ID: NM2025TMID04760

Maximum Marks: 2 Marks

Phase 3: Project Design Phase - Proposed Solution

Proposed Solution Template

S.No	Parameter	Description
1	Problem Statement (Problem to be solved)	Every day, large quantities of edible food are wasted by restaurants, hotels, events, and households, while at the same time many people struggle to access basic meals. There is a lack of a structured and reliable system to collect, verify, and distribute leftover food to needy communities in a timely and hygienic manner.
2	Idea / Solution description	The main idea of this project is to create a Salesforce-based food redistribution system that connects food donors (restaurants, hotels, events) with verified NGOs and volunteers to ensure that leftover edible food is collected, tracked, and distributed efficiently to people in need. This cloud-based platform will automate the donation process — from food availability to delivery — while maintaining transparency, safety, and accountability.
3	Novelty / Uniqueness	The project introduces an innovative, cloud-based approach to solving one of the most persistent global challenges — food wastage — by redistributing surplus food to the needy through an automated Salesforce platform. Unlike traditional manual donation systems, this solution integrates donors, NGOs, and volunteers into a single digital ecosystem, ensuring real-time coordination, transparency, and efficiency.
4	Social Impact	The project directly addresses two critical social challenges — hunger and food wastage — by leveraging Salesforce technology to create a sustainable, automated food redistribution system. By connecting donors, NGOs, and volunteers through one cloud-based platform, the solution ensures that edible surplus food reaches needy individuals efficiently and safely.
5	Business Model (Revenue Model) / Sustainability	The Salesforce-powered food redistribution system ensures both social impact and operational sustainability. By merging technology, community engagement, and responsible business practices, it creates a self-sustaining ecosystem where every stakeholder benefits: donors reduce waste, NGOs increase reach, and the poor receive timely nourishment.

Solution Description

This Salesforce-based solution transforms food donation into an organized, transparent, and automated process. By connecting technology with social responsibility, it ensures that no food goes to waste while no person goes hungry.

1. Donor Registration

- Restaurants, hotels, or event organizers register as *food donors* through the Salesforce portal.
- Donors input details such as available food quantity, type, and pickup time.

2. Food Availability Posting

- Donors create a “Food Availability” record that is automatically shared with nearby NGOs or volunteers.
- Salesforce Flow and Process Builder automate notification to relevant NGOs.

3. NGO / Volunteer Matching

- Based on **location, availability, and capacity**, the system matches donors with the nearest NGO or volunteer using **Salesforce’s data logic and geolocation fields**.

4. Pickup and Delivery Tracking

- Volunteers are notified via the Salesforce Mobile App.
- They pick up the food, and its journey is tracked using **real-time updates** on the Salesforce dashboard.

5. Delivery Confirmation

- Once food is delivered, the NGO confirms receipt in the system.
- Salesforce automatically updates the donor and logs the transaction for reporting.

6. Impact Reporting

- The system generates dashboards showing metrics like:
 - Meals served
 - Amount of food saved
 - Volunteer hours contributed
 - Environmental impact (reduced waste)

Key Features & Workflow

Feature	Description
1. Donor Management System	Restaurants, hotels, and event organizers can register, log in, and post surplus food details (quantity, type, and expiry time).
2. NGO & Volunteer Management	NGOs and volunteers can register, view available donations, and accept pickup requests based on their capacity and location.
3. Real-Time Food Tracking	Monitors the food’s journey — from donation to delivery — ensuring accountability and quality.
4. Automated Matching System	Salesforce automatically matches donors with nearby NGOs or volunteers based on geolocation and food type.
5. Notifications & Alerts	Email/SMS/Push notifications are triggered for new donations, confirmations, and delivery status.
6. Impact Dashboard	Displays live statistics such as total food saved, meals distributed, and volunteer activity.
7. Reporting & Analytics	Generates periodic reports for donors and NGOs to assess performance and social contribution.
8. Feedback System	Allows donors and NGOs to rate each transaction, ensuring continuous improvement.
9. Secure Cloud Storage	All data — user details, transactions, and reports — is securely stored on Salesforce Cloud.
10. Mobile Accessibility	Salesforce Mobile App enables volunteers to update status, track donations, and receive tasks in real time.

Workflow

Step 1: Registration

- Donors, NGOs, and Volunteers register on the Salesforce platform.
- Salesforce validates credentials and assigns user roles.

Step 2: Food Donation Creation

- Donor logs in and enters details of the available food.
- The system records data such as food type, quantity, and expiry time.

Step 3: Automatic Matching

- The system uses Salesforce Flow logic to identify nearby NGOs or volunteers.
- It checks availability, distance, and food compatibility before assigning.

Step 4: Notification

- NGOs and volunteers receive instant notifications through email or mobile.
- They can accept or reject based on their capacity.

Step 5: Food Pickup

- Assigned volunteers collect the food from the donor's location.
- The pickup time and location are logged in Salesforce.

Step 6: Delivery to Beneficiaries

- Volunteers deliver food to NGOs or directly to beneficiaries.
- NGOs confirm receipt through the platform.

Step 7: Confirmation & Reporting

- Donors and NGOs receive confirmation messages.
- Salesforce automatically updates dashboards and reports.

Step 8: Feedback & Analytics

- Donors and NGOs rate the transaction.
- The system analyzes feedback for performance improvement.

Benefits

Category	Benefit	Description
1. Social Impact	Hunger Reduction	Helps deliver surplus food to the poor, ensuring that no one sleeps hungry.
	Community Engagement	Encourages public participation through volunteering and donations.
	Empowerment of NGOs	Streamlines NGO operations with automated donation alerts and tracking.
2. Environmental Benefits	Waste Reduction	Minimizes food wastage from restaurants, events, and households.
	Eco-Friendly Operations	Reduces landfill waste and methane emissions.
3. Technological Advantages	Automation via Salesforce	Reduces manual effort with process automation using Flows and Process Builder.
	Real-Time Data Access	Users can track donations, pickups, and deliveries instantly.
	Secure Cloud Platform	Data is stored safely on Salesforce Cloud, ensuring privacy and reliability.
4. Operational Efficiency	Faster Coordination	Connects donors, NGOs, and volunteers seamlessly in real-time.
	Reduced Manual Errors	Automation minimizes miscommunication and tracking errors.
	Scalable Model	Easily expandable to new cities or regions.
5. Financial and Strategic Value	Low Operational Costs	Cloud-based system eliminates infrastructure expenses.
	Corporate CSR Integration	Enables companies to fulfill their Corporate Social Responsibility (CSR) goals transparently.
6. Transparency & Accountability	End-to-End Tracking	Monitors the entire food redistribution process from donor to recipient.
	Data-Driven Reporting	Dashboards provide clear insights into impact metrics — meals served, volunteers involved, food saved, etc.

Conclusion

The project “To Supply Leftover Food to Poor using Salesforce” provides an effective digital solution to reduce food wastage and hunger. By integrating donors, NGOs, and volunteers through Salesforce, the system automates food collection, tracking, and delivery in real time. It ensures transparency, efficiency, and accountability while promoting social welfare and environmental sustainability. The initiative aligns with UN Sustainable Development Goals such as Zero Hunger and Responsible Consumption. Ultimately, this project demonstrates how technology and compassion can work together to create a society where no food is wasted and every person is fed.