

Ideation Phase

Problem Statement

Date	03-11-2025
Team ID	NM2025TMID05217
Project Name	To Supply Leftover Food to Poor

1. Background and Context

Food wastage is a major global issue, while many people continue to suffer from hunger. Restaurants, hotels, and event venues often have surplus food that goes unused. A structured system is required to collect and distribute this food efficiently to those in need. Ineffective coordination can lead to several problems:

Hunger and Resource Wastage: Tons of edible food are discarded daily instead of reaching the poor.

Operational Challenges: Without a proper tracking system, it becomes difficult to manage food donors, volunteers, and drop-off points.

Lack of Transparency: Absence of records makes it hard to monitor how much food is collected, where it goes, and who benefits from it.

Case Example:

A large banquet hall frequently has leftover meals after events. Due to lack of coordination, the food often goes to waste before volunteers can collect it. Implementing a Salesforce-based system could ensure that alerts are sent to nearby volunteers instantly, allowing timely collection and delivery of food to poor communities.

Key Requirements Identified:

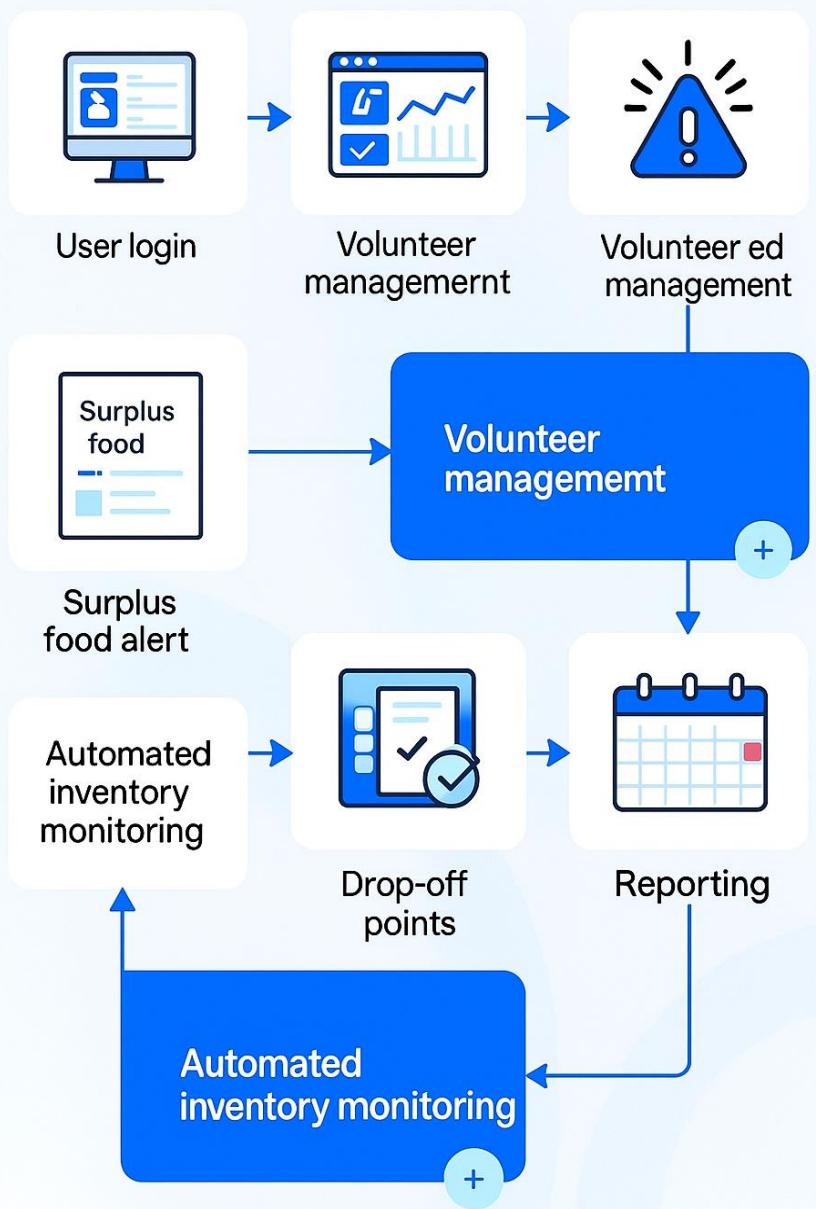
Real-time tracking of food donations and deliveries.

Centralized management of venues, volunteers, and drop-off points.

Automated alerts and assignments using Salesforce flows.

Detailed reports for transparency and social impact analysis.

Workflow



2. User Pain Points

Venue Manager

Spends hours coordinating leftover food collection.

Frustrated by lack of a proper tracking system and unclear delivery updates.

Worried about food safety, timing, and wastage.

Volunteer

Needs clear instructions for pickup and delivery.
Struggles with managing multiple food collection requests efficiently.
Limited communication with venues and drop-off points.

NGO Coordinator

Has to manually verify donations and deliveries.
Delays in receiving reports on collected and distributed food.
Unable to easily measure the social impact of food distribution.

Quote Examples:

“I often don’t know when leftover food is available for collection.”
“Coordinating with multiple venues without alerts is confusing.”
“I wish I could track how much food was donated and where it went in one place.”

3. Proposed Solution

The **Food Donation and Distribution Management System** on **Salesforce** will provide a centralized, automated platform for managing the entire process — from food donation to delivery and reporting.

Key Features:

1. **VENUE:** Record leftover food details, contact information, and pickup timing.
2. **VOLUNTEER:** Assign and track volunteers responsible for collecting and delivering food.
3. **DROP-OFF POINT:** Maintain delivery locations and record food distribution details.
4. **AUTOMATION:** Send instant alerts for new donations and assign nearest volunteers automatically.
5. **REPORTING:** Generate dashboards showing total donations, deliveries, and beneficiaries.

Workflow Example:

1. Venue Manager logs into Salesforce dashboard.
2. Adds leftover food details such as type, quantity, and pickup time.
3. System triggers an automated alert to the nearest volunteer.
4. Volunteer accepts task and collects food from the venue.
5. Food is delivered to the assigned drop-off point.
6. Delivery confirmation is updated automatically in Salesforce.
7. Admin views real-time reports and tracks social impact

Benefits:

- Reduction in food wastage.
- Faster and coordinated food collection.
- Transparent reporting for donors and NGOs.

Leftover Food Donation and Distribution Workflow & Benefits

