

# *Donation Application*

## **Scenarios**

### **Donor scenario:**

Logain is the Program Manager of a non-profit that focuses on healthcare support for underprivileged communities. She needs to manage a variety of donations, including medical supplies, financial contributions, and volunteer services.

Logain logs into the platform to check the status of recent donations. She sees that several donors have contributed medical supplies, and another has donated a financial sum. Logain filters the donations by type and then allocates the medical supplies to a clinic in need.

Logain confirms that the clinic has received the necessary items and updates the donation status. She then generates a report for the donor showcasing how their contribution made a difference.

Logain has successfully streamlined the process of managing diverse donations and ensured transparency, making it easier to allocate resources.

Logain needs to provide a report to donors showing how their contributions have made a difference in the community.

Logain logs into the platform and uses the "Impact Reporting" feature to generate a report. The platform automatically aggregates data, including the number of donations received, the types of donations, the recipients, and the outcomes. She customizes the report with photos and testimonies.

Logain sends the completed report to the donors, who can see the direct impact of their contributions.

Logain is able to provide a clear and comprehensive report that enhances donor trust and engagement.

### **Donor scenario:**

Omar, the founder of a social enterprise, has a large donation of food supplies coming in from a corporate donor. He wants to ensure that the food reaches the community members in need, particularly those living in shelters.

Omar logs into the platform and uses the search feature to find organizations that need food donations. He selects a local shelter that is in urgent need and contacts them through the platform to arrange a pickup. The food donation is successfully delivered, and Omar updates the platform with the donation's impact, including photos and testimonials from the recipients.

Omar has facilitated the donation of goods through the platform, ensuring that the resources reach the people who need them most.

Omar has gathered a significant amount of unused office furniture and equipment. He wants to donate it to a charity supporting local schools but is uncertain how to connect with them. He accesses the platform's "Goods Donation" section and lists the office furniture and equipment, specifying their condition and quantity. The platform automatically matches him with organizations that accept such donations. He selects a local school in need and arranges delivery through the platform. He schedules a pickup date and ensures the items are delivered successfully.

Omar updates the donation status on the platform and shares the story of the donation's impact on social media. This ensures that both the food supplies and office furniture reach the right beneficiaries effectively.

### **Coordinator scenario:**

Arwa is a community outreach coordinator who has just received a large batch of clothes and toys for children. She needs to organize and distribute the items to families in need

Arwa enters the donation details into the platform, tagging the items with categories (children's clothing, toys, etc.). She then filters through the available recipients based on their specific needs and contacts the families directly through the platform.

Arwa successfully delivers the items to the correct recipients, and she generates a report for the donor showing the direct impact of their contribution.

Arwa has efficiently managed and distributed in-kind donations, ensuring recipients receive the appropriate items.

Arwa works with a local shelter that needs specific items—winter clothing and hygiene kits. She uses the platform to make a public request for these items, hoping that donors will contribute what is most needed.

Arwa logs into the platform, navigates to the "Request Donations" section, and creates a request specifying the types of goods needed. She adds the quantity, description, and urgency level. She then shares the request with the community, using the platform's notification features to alert potential donors.

The platform notifies several donors, and within a few days, she receives donations from multiple users offering winter clothing and hygiene kits, allowing her to fulfill the shelter's needs quickly.

Arwa has successfully sourced the necessary items using the platform's request feature, allowing the community to respond directly to specific needs.

Arwa's shelter needs volunteers to help sort and distribute donations. She decides to use the platform to recruit volunteers for this task.

Arwa posts a volunteer request on the platform, including the number of people needed, the task, and the dates. The platform notifies registered volunteers who match her requirements. She receives a list of interested volunteers and can directly message them to confirm their participation.

The volunteers show up on the designated dates, and Arwa manages the event through the platform's volunteer coordination tools. She can track hours volunteered and ensure the team is effectively working on the donations.

Arwa successfully organizes a volunteer team through the platform to help distribute donations.

### **Donor scenario:**

Yousuf, a business owner, has made several donations to the platform, including financial contributions and a truckload of used equipment for a local shelter.

Yousuf logs into his account to view his donation history. He checks the impact of his donations, including how the shelter has utilized the equipment and the financial aid he contributed to a community health program.

Yousuf sees a comprehensive report, including photographs and testimonials from the recipients, showcasing the impact his donations have made. He feels satisfied knowing his contributions have been used effectively.

Yousuf has easily tracked and verified his donations, ensuring transparency and trust in the platform.

Yousef wants to make a one-time financial donation to a local shelter, but he's unsure how the money will be used. He needs reassurance that his contribution will be used transparently.

he logs into the platform and selects the shelter he wants to donate to. Before donating, he checks the "Impact Tracker" feature, which details past donations and their specific uses. Satisfied with the transparency, Yousef donates through the platform. He is able to donate through (PayPal). He receives a confirmation email detailing his donation, the impact it will have, and a tax receipt. The shelter updates the platform, explaining how the money will be used. Yousef donates with confidence, knowing that his contribution will be used responsibly and efficiently.

### **Organization scenario:**

Sparkle, a shelter organization based in Texas, United States, is renowned for its financial support and scholarships for the underprivileged. It has decided to use the platform to make donations but wants to ensure that individuals requesting assistance are legitimate and truly in need.

Sparkle registers on the platform and creates an organization profile, providing all necessary details.

The platform offers a recipient verification process, allowing Sparkle to request and review documents such as identification and proof of need from individuals.

The submitted documents are securely uploaded through the platform and stored for future reference. Once the verification process is complete, recipients are granted access to view and apply for relevant donation offers, such as financial aid or scholarships.

Sparkle uses the platform to track the status of donations and ensure that they reach the intended beneficiaries.

The organization shares updates about the impact of the donations via the platform and on social media to encourage further contributions.

## **Affected people scenario:**

Lara is a mother of a family who lived in a war-stricken area and lost their home, she now has no necessities of life.

Lara logs on a platform to obtain various types of assistance and saw on the platform many affected people receiving various types of assistance.

At first time she's creates private account for her family after that she notice in her dashboard button labelled "Request Help " This button displays several type of help options

She can choose all her needs and add some notes some.

Can check her request in her phone In the nearest day to see if request has been processed.

After updating the platform, she will receive a notification about her assigned volunteer and she will receive another notification about additional resources

## **Admin scenario:**

Sarah is the application admin, is responsible for overseeing platform operations, resolving technical issues, verifying donations, and enforcing policies.

Sarah notices a technical glitch affecting donor transactions, she logs into the admin dashboard and reviews error logs to identify the issue causing transaction failures. After pinpointing the glitch, she coordinates with the development team to fix it and sends an update to affected users, confirming the issue is resolved.

Sarah ensures technical issues are quickly addressed, maintaining platform reliability.

Sarah receives a report about inappropriate behavior from a user.

Sarah investigates the flagged account, reviews activity, and determines the user violated guidelines. She deactivates the account and updates the complainant on the actions taken.

Sarah upholds platform policies, ensuring a safe and respectful environment.

Sarah handles a request to verify a high-value donation.

A donor pledges a significant contribution but requires assurance about its allocation. Sarah verifies recipient accounts and documentation. Once complete, she updates the donor and facilitates the transaction.

Sarah guarantees the integrity of the donation process, building donor confidence.

Sarah manages an influx of new users.

Following a disaster, Sarah notices an increase in new accounts and donation requests. She enables additional support features and prioritizes urgent cases to ensure efficient assistance.

Sarah adapts to increased demand, ensuring the platform remains user-friendly.

Sarah introduces a new feature to improve user engagement.

Based on feedback, Sarah proposes and implements a "Verified Impact" badge for donors and recipients, explaining its benefits in a platform notification.

Sarah enhances user engagement by recognizing contributions and ensuring transparency.

## **Volunteer scenario:**

Nuha is a dedicated volunteer on the aid platform. She recently updated her profile to indicate her availability on Sunday, Tuesday, Thursday and Friday. On a Thursday evening, she receives a notification on her phone of a new task to deliver essential help for a family in need nearby. She opens the app and navigates to the "My Tasks" section. At the top of the list, she sees the new task assigned to her. She clicks on it to see the admin's note in addition to the details of the resource location, user name, and location, emergency level and contact details.

Nuha reviews her schedule for the day and sees that it can be done on Friday morning when she is available. She clicks "Accept Task", confirming it. The platform marks the task as "In Progress" and sends a notification to the affected user of the expected delivery time.

Nuha heads to the local distribution center to collect the supplies. When she arrives, she opens the task details in the app and shows the staff her assignment ID. The staff checks her credentials, gathers the assigned items and hands them over to her. She updates the task status to "Supplies Collected" and begins her journey to Fatima's address.

Nuha arrives at the affected person's location carrying the supplies. The affected person checks the supplies, confirms they are correct, and signs Nuha's digital receipt on the app. Nuha also takes a photo of the delivered items as proof and uploads it to the task log, reopens the app and navigates to the task details then uploads the photo of the delivered supplies, and click "Mark as Complete." The platform updates the task status to "Completed" and sends a notification to the admin and Fatima.

Nuha feels satisfied seeing her contributions and the impact she's making. She leaves a motivational note in her feedback section and updates her availability for more tasks in the coming week.

## User Stories and features list:

### Admins

#### Feature List:

##### **User Management:**

Approve or reject user registrations after reviewing details.

Search, filter, and view registered users by:ID, Name and Phone number

Edit user profiles (like phone number or address or family member when married or deceased ).

Delete user accounts when necessary.

Reset user passwords upon request.

Manage duplicate registrations by verifying user IDs.

##### **Request Management:**

View and manage all submitted help requests and approve, flag or reject them.

Filter requests by Type, Status and Urgency level.

Assign requests to specific volunteers or teams for fulfillment.

Update the status of requests (approved, in-progress, fulfilled).

Track the history of each request for auditing purposes.

### **Volunteer Management:**

Register and manage volunteer profiles.

Assign volunteers to specific requests or areas.

Track volunteer activities and performance.

Notify volunteers of new tasks or updates to existing tasks.

Generate reports on volunteer response times and task completion rates.

### **Resource Management:**

Add, edit, and delete available resources (money, food, clothing, medical supplies).

Track resource inventory levels and availability.

Allocate resources to specific approved requests.

View reports on resource usage and remaining inventory.

Notify users about new or available resources.

### **Communication and Notifications:**

Send notifications to users about Approved, rejected, or updated requests and delivery times for help.

Notify volunteers about assigned tasks.

Communicate with users directly to request additional information or clarify details.

Send notifications to users about major announcements.

### **Reports:**

Monitor and analyze registered users and demographics.

Monitor Total number and types of submitted requests.

Approval, rejection, and fulfillment rates.

Volunteer performance metrics.



Generate reports for internal or external use:

### **Security and Access Control:**

Monitor system activity logs for suspicious activity.

Enforce two-factor authentication for admins.

Manage access to sensitive user or request.

## **User Stories:**

### **Registration and Profile Management:**

As an Admin, I want to approve or reject user registrations, so that only verified users can access the platform.

As an Admin, I want to register volunteers and assign them specific roles, so that they can assist in fulfilling requests.

As an Admin, I want to manage donor registrations, so that donors can contribute resources to the platform.

As an Admin, I want to search and filter registered users by ID, name, or location, so that I can manage the user database efficiently.

As an Admin, I want to ensure duplicate registrations are flagged, so that resources are distributed fairly.

### **Request Management:**

As an Admin, I want to review and approve or reject help requests, so that only valid requests are fulfilled.

As an Admin, I want to prioritize requests based on urgency and need, so that the most critical cases are addressed first.

As an Admin, I want to assign volunteers to specific requests, so that users receive the help they need efficiently.

As an Admin, I want to track the status of each request, so that I can ensure timely resolution.

### **Resource Management:**

As an Admin, I want to add and manage available resources (money, food, medical supplies, clothing), so that I can allocate them to approved requests.

As an Admin, I want to track inventory levels, so that I know when resources are running low.

As an Admin,I want to notify users about available resources, so that they can request or claim them promptly.

As an Admin,I want to generate reports on resource usage, so that I can monitor trends and plan future campaigns.

### **Communication and Notifications:**

As an Admin,I want to send notifications to users about the status of their requests, so that they stay informed.

As an Admin,I want to notify volunteers about new assignments, so that they can begin coordinating assistance.

As an Admin,I want to communicate with users and volunteers directly, so that I can resolve issues or clarify details.

As an Admin,I want to send notifications about upcoming campaigns or events, so that users and donors are aware.

### **Analytics and Reporting**

As an Admin, I want to generate reports on approved and rejected requests, so that I can share insights with companies.

As an Admin, I want to generate reports on available resources , so that I can arrange distribution campaigns with volunteers.

As an Admin,I want to monitor volunteer performance metrics, so that I can recognize and improve team efficiency.

## **Volunteers:**

### **Feature List:**

#### **Registration:**

Volunteer sign-up with name, contact details, skills, and availability.

Receive an email of verification by admin.

View and update personal profile.

### **Task Assignment and Management:**

View tasks assigned by admins.

Accept or decline assigned tasks based on availability.

Access detailed task information.

Track assigned and completed tasks.

Sign up to participate in campaigns

View details about campaign tasks and responsibilities.

### **Communication and Coordination:**

Contact users to coordinate delivery of help.

Communicate with admins for task updates.

Receive notifications about new tasks..

Coordinate with other volunteers during events.

### **Resource Distribution:**

Request additional resources if required to complete tasks.

Update after delivering aid.

### **Notifications:**

Receive notification on

New tasks assigned, Updates to existing tasks.

Receive alerts about upcoming campaigns or events.

Campaign and Event Participation

## User Stories:

### Registration and Profile Management:

As a Volunteer, I want to sign up by providing my name, contact details, skills, and availability, so that I can join the platform and start assisting.

As a new user, I want to register using Google credentials so that the process isn't very complicated and time consuming.

As A volunteer I want to stay signed in so that I can receive notifications on my phone.

As a Volunteer, I want to update my profile details such as location and availability, so that I can receive notifications only when I'm available and near.

As a volunteer, I want to set up days of availability so that I can only receive tasks only when I'm available

As a Volunteer, I want to set the maximum number of tasks I can handle at one time, so that I am not overwhelmed.

### Task Assignment and Management:

As a Volunteer, I want to view a list of tasks assigned to me in detail, so that I know what I need to do.

As a Volunteer, I want to accept or decline assigned tasks, so that I can manage my workload and availability.

As a Volunteer, I want to view detailed information about each task, so that I can prepare for it..

As a Volunteer, I want to mark tasks as completed, so that the admins and users are updated.

As a Volunteer, I want to receive updates if a task I'm assigned is modified or reassigned, so that I can adjust my time .

As a Volunteer, I want to report any problem while completing a task, so that admins can provide assistance.

### Communication and Coordination:

As a Volunteer, I want to contact users directly, so that I can coordinate the delivery of help.

As a Volunteer ,I want to communicate with admins so that I can avoid misunderstandings.

As a Volunteer, I want to request assistance from another volunteer if needed, so that I can complete tasks that require more people.

As a Volunteer, I want to receive feedback from users after completing tasks, so that I can improve my performance.

As a Volunteer, I want to request additional resources if needed, so that I can complete tasks efficiently.

As a Volunteer, I want to document the delivery of resources with photos or signatures, so that there is proof of fulfillment.

As a Volunteer, I want to see a dashboard with my pending and completed tasks, so that I can track my progress.

As a Volunteer, I want to receive reminders about pending tasks, so that I don't miss any of them.

As a Volunteer,I want to receive acknowledgment or certificates of participation, so that my contributions are recognized.

## Donors

### Feature List:

#### **User registration and profile management:**

Register donors through the platform with personal information(id, name, address).

Ability to add and modify donation details (example: donation type: money, food, clothing, etc.).

#### **Donation options:**

Make cash donations (enter payment method recovery: bank card, PayPal, etc.).

Make in-kind donations (choose donation type: money, food, clothing, medical supplies, etc.).

### **Needs notifications:**

Notifications when there is a specific need to receive shelters for those affected.

### **Donation tracking:**

Follow the status of donations and updates on how they are used.

Share donations via social media.

Invite friends and family to contribute via the platform

## **User Stories:**

As a donor, I need to register my personal details (ID, name, phone, address) on the platform, so that I can easily contribute to the cause when I choose to donate.

As a donor, I want to choose or modify the type of donation I want to make (cash, food, clothing, or medical supplies), so that I can contribute in a way that suits my preferences and the needs of the shelter.

As a donor, I want to have multiple payment options (such as credit card, PayPal, or bank transfer) for my donation, so that I can contribute in the way that is most convenient for me.

As a donor, I need to receive alerts when the shelter has specific needs, so that I can contribute the appropriate items or funds to support them.

As a donor, I want to track the status of my donations, so that I can see how my contributions are helping those in need.

As a donor I want to share my donations to encourage my friends to donate.

## **Affected people**

### **Feature List:**

User registration and profile management

Register affected people with personal information (ID, name, phone, address)

Request for help

Send requests for help (money, food, clothing, medical supplies).

Ability to communicate with volunteers to coordinate the provision of help.

Follow up on requests (approved or not?) and updates on the provision of help.

Notification of Available Help

## User Stories:

User stories for affected people

As an affected person, I need to register my personal information (identity, name, phone, address) on the platform, so that I can be identified and supported effectively.

As an affected person, I need to specify my needs (food, clothing, or medical supplies), so that the platform can match me with appropriate donations or volunteers.

As an affected person, I want to establish contact with the volunteers assigned to help me, so that I can clarify my situation and receive appropriate assistance.

As an affected person, I want to monitor the progress of my support requests, so that I can stay informed about when and how I will receive assistance.

As an affected person, I want to be notified when support (donations or volunteer services) is available in my area, so that I can access it as soon as possible to meet my needs.