

System Overview: MFTNB Donation & Furniture Management

The Big Picture

You now have a complete system for managing:

1. **Furniture donations** - People donate quality furniture
 2. **Junk removal** - Paid service for unwanted items
 3. **Furniture distribution** - Give furniture to families in need or sell to fund rescue moves
 4. **Corporate partnerships** - Businesses donate furniture or sponsor moves
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User Journeys

Journey 1: Someone Wants to Donate Furniture

1. Visitor lands on mftnb.com
2. Clicks "Donate" in navigation
3. Sees what you accept vs. what you can't take
4. Fills out donation form with:
 - Contact info
 - What they're donating
 - Photos (optional)
 - Preferred pickup date
5. Submits (turnstile verification)
6. You receive email notification
7. Entry saved to "Donation Pickups" Google Sheet

YOUR FOLLOW-UP:

- Call within 1-2 days
- Assess if furniture is quality
- If YES → Schedule pickup, add to inventory
- If NO → Politely decline or offer paid junk removal

Journey 2: Someone Needs Junk Removed

1. Visitor clicks "Junk Removal" or sees link from donation page
2. Fills out junk removal form with:
 - Contact info
 - What needs removing

- Estimated volume
 - Preferred date
3. Submits
 4. You receive email notification
 5. Entry saved to "Junk Removal" sheet

YOUR FOLLOW-UP:

- Call within 1 day
- Quote based on volume/complexity
- Schedule service
- Complete job, get paid

Journey 3: Family Needs Furniture

1. Community partner refers them or they find furniture-available.html
2. Browse available items
3. Click "Inquire About This Item"
4. Fill out inquiry form indicating "family in need"
5. You receive inquiry

YOUR FOLLOW-UP:

- Verify need through community partner if new to you
- Schedule delivery
- Mark item as "Claimed" in inventory
- Deliver furniture for free

Journey 4: Someone Wants to Buy Furniture

1. Find furniture-available.html (social media, Google, word of mouth)
2. Browse items
3. See prices (e.g., "\$150 or free for families in need")
4. Click inquire, select "purchasing"
5. You receive inquiry

YOUR FOLLOW-UP:

- Confirm availability
- Arrange pickup or delivery
- Collect payment
- Funds go toward rescue moves
- Mark item as "Sold"

Journey 5: Business Wants to Partner

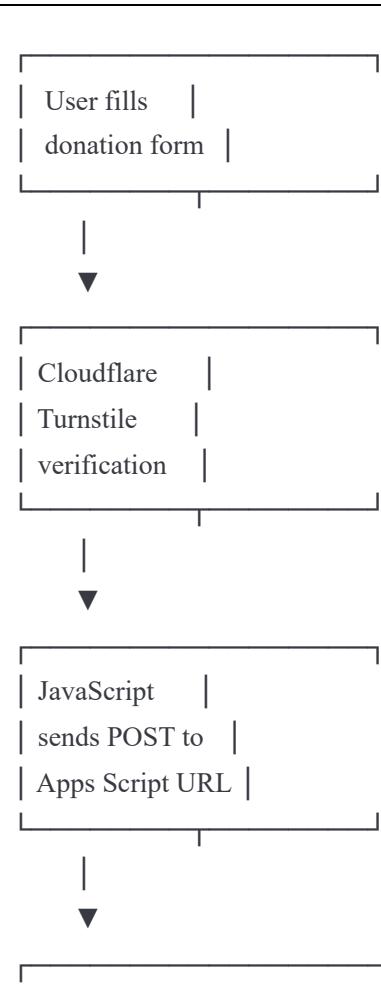
1. Hear about your mission
2. Visit corporate-giving.html
3. See partnership options:
 - Donate furniture
 - Sponsor moves
 - Ongoing partnership
4. Fill out form with company details
5. You receive email + entry in "Corporate Donors" sheet

YOUR FOLLOW-UP:

- Call within 1-2 days
- Discuss their giving goals
- Propose partnership structure
- Coordinate logistics
- Track in sheet, provide impact updates

Data Flow

Forms → Apps Script → Google Sheets + Email



| Google Apps Script |
| 1. Verifies Turnstile |
| 2. Saves to Google Sheet |
| 3. Sends email to office |
| 4. Sends confirmation email |
