



# AI ERP TicketingOS – NGO & Non-Profit

Humanity Services · Animal Welfare · Faith-Based Trusts · Education · Healthcare · Shelter

Donor to impact tracking · Volunteer coordination · Inventory management · Grant reporting

## 1. Master NGO Execution Flow (Donation → Impact)

ID	Department	Process	Activity	Action	Progress %
7001	Fundraising	DONATION	Donor contribution	Online / cash / in-kind – auto receipt, thank-you ticket	5
7002	Donor Relations	PLEDGE	Recurring / corporate grant	Pledge tracking, reminder before expiry	10
7003	Procurement	PURCHASE	Medicine, vaccines, food, clothes	PO to suppliers, expiry tracking, quality check	15
7004	Warehouse	INVENTORY	Stock receipt & storage	Barcode scanning, batch/lot, cold chain (vaccines)	20
7005	Volunteer Mgmt	MOBILISE	Shift scheduling	AI assigns volunteers based on skills & location	25
7006	Program (Human)	HEALTH CAMP	Medicine & vaccines for children/families	Ticket per beneficiary, doctor assignment, vaccine lot tracking	35

ID	Department	Process	Activity	Action	Progress %
7007	Program (Human)	FOOD DISTRIBUTION	Meals / dry rations	QR beneficiary card – prevents duplicate, auto stock deduction	45
7008	Program (Human)	SHELTER & CLOTHES	Night shelter, winter clothing	Bed allocation, clothing size tracking, family registration	50
7009	Program (Animal)	VETERINARY CAMP	Vaccines & treatment for strays/livestock	Animal RFID (ear tag) – rabies vaccine, deworming, surgery	55
7010	Program (Animal)	ANIMAL SHELTER	Rescue & rehabilitation	Kennel occupancy, adoption ticket, medical history	60
7011	Education	SCHOOL / CLASS	Children education support	Student enrollment, attendance, uniform & book distribution	65
7012	Faith Services	TEMPLE / CHURCH	Daily rituals, annadanam (free meal)	Devotee count, prasadam inventory, donation box audit	70
7013	QA/QC	IMPACT VERIFICATION	Beneficiary feedback	Random survey, photo evidence, GPS tagged	80
7014	Finance	GRANT REPORTING	Donor report	Auto generate narrative + financials per donor/grant	90
7015	Compliance	REGULATORY	FCRA / 80G / tax filing	Auto reports for charity regulators	100

## 2. Service Wise NGO Workflows

### **Human Health Camp**

Donation →  
Purchase medicines/vaccines → Schedule camp (GPS) → Beneficiary registration → Doctor ticket → Vaccine administration (lot tracking) → Follow-up ticket

### **Food Distribution**

Food procurement → Warehouse (FEFO) → Beneficiary QR card → Meal served → Stock deduction → Hunger score improvement survey

### **Shelter & Clothes**

Family assessment → Bed allocation → Clothing size matching → Night stay check-in/out → Winter / monsoon gear distribution

### **Animal Welfare (Vaccine/Treatment)**

Street dog sighting ticket → Capture → Rabies vaccine (batch#) → Sterilisation → Release → QR collar for follow-up

### **Education Support**

Child enrollment → School supply kit (bag, books, uniform) → Attendance tracking → Exam results → Scholarship renewal

### **Temple / Church Annadanam**

Devotee count → Prasadam preparation → Free meal served → Donation box collection → Stock reconciliation

### **Critical Control Points (NGO Operations)**

- **Cold chain for vaccines:** 2-8°C continuous monitoring – auto alert if deviation.
- **Beneficiary duplication:** Biometric / QR based check to prevent double counting.
- **Expiry management:** Medicines, food items – block distribution if expired.


- **Volunteer background check:** For children / vulnerable programs.
- **Animal welfare ethics:** No unnecessary euthanasia, proper sterilisation protocol.
- **Donor fund segregation:** Restricted vs unrestricted – auto allocation per grant.


### 3. Milestone-Based Donor / Grant Release Structure


Stage	Release Condition	Release %	Applicable For
Grant agreement signed	Contract + budget approval	30% advance	Corporate / government grants
Beneficiary enrollment completed	Registration list verified, due diligence done	20%	Education, health programs
Service delivery milestone (e.g., 1000 meals, 500 vaccines)	Photo + GPS + beneficiary signature in system	30%	Food, health, animal welfare
Impact report & audit	Survey results, financial reconciliation	20% retention	All restricted grants

✦ Donor portal: real-time view of how their money was used – tickets from donation to impact.


### 4. ERP Module Mapping (NGO & Non-Profit)


 **Donor & CRM** – Donor lifecycle, pledge tracking, tax receipts, communication


 **Inventory (Human & Animal)** – Medicines, vaccines, food, clothes – batch/expiry, cold chain


 **Beneficiary Management** – Registration, QR/biometric ID, family linking, duplicate check


 **Health & Vet Programs** – Camp scheduling, doctor/vet assignments, vaccine lot traceability

 **Shelter Operations** – Bed/kennel occupancy, check-in/out, hygiene inspection

 **Education Module** – Student enrollment, attendance, supplies distribution, results

 **Faith Services** – Annadanam (free meal) tracking, donation box, prasadam inventory

 **Impact & Grant Reporting** – Automated donor reports, FCRA/80G, outcome metrics

 **AI Engine** – Predict demand (food/medicine), duplicate beneficiary detection, volunteer optimisation

## 5. AI-Based NGO Automation (TicketingOS)

Function	AI Automation
Demand prediction (food/medicine)	Historical distribution + weather + local festival data → predicts shortage 3 days ahead → auto procurement ticket

Function	AI Automation
Duplicate beneficiary detection	Face recognition + fingerprint match across programs → prevents double claiming
Vaccine cold chain alert	IoT logger + AI predicts fridge failure → auto reroute vaccines to nearest facility
Volunteer shift optimisation	AI schedules volunteers based on skills, availability, travel distance → reduces idle time 30%
Donor sentiment analysis	Scans emails / social media → predicts donor churn → triggers personalised thank-you ticket
Animal rescue priority	Image from citizen app → AI detects injury severity → assigns emergency vet ticket

Grant report auto-generation  
 Extracts tickets, photos, beneficiary counts → writes narrative per donor template (NLP)  
 Fraud detection (expense claims)  
 AI flags duplicate receipts, inflated mileage, off-route volunteer travel  
 Real-time impact dashboard  
 Natural language: "Show me malaria vaccine coverage in district X" → AI returns ticket summary  
 Faith service attendance optimisation  
 Predicts peak days for annadanam → suggests prasadam quantity to avoid waste

## 6. Final NGO ERP + TicketingOS Architecture


Donation → Pledge → Procurement → Inventory → Volunteer → Service Delivery (Human/Animal/Education/Faith) → Impact Verification → Grant Report → Compliance


**Internal ERP Side:** Fundraising → Procurement → Warehouse → Program Management → QA/QC → Finance → Compliance


**AI TicketingOS Side:** AI Demand Predict → AI Duplicate Check → AI Cold Chain Alert → AI Volunteer Optimisation → AI Donor Sentiment → AI Rescue Priority → AI Grant Writer → AI Fraud Detection


Every donated rupee becomes a ticket – trackable from donor bank account to beneficiary smile. Zero manual reporting.


## Donor to Beneficiary Traceability (Transparency Mandate)

 **Donation ticket** – Donor ID, amount, restricted / unrestricted, receipt number

 **Purchase ticket** – Linked to donor if restricted (e.g., "buy vaccines" grant) – shows vendor, batch, cost

 **Distribution ticket** – Beneficiary QR scan, item/service delivered, GPS location, photo

 **Impact report** – One click: "Show me how donor X's funds were used" – full ticket chain

 **Audit ready** – Every ticket immutable, regulator can trace any transaction in 2 minutes

## NGO & Non-Profit Performance Dashboards

- **Fundraising:** Monthly donation trend, donor retention %, average gift size, pledged vs collected
- **Program efficiency:** Cost per meal, cost per vaccine, cost per child educated, cost per animal treated
- **Inventory:** Stock turnover (medicines, food), expiry value at risk, cold chain compliance %
- **Volunteer:** Hours contributed, attendance rate, skills utilisation, retention
- **Beneficiary:** Unique individuals served, duplicate rate, satisfaction score (survey)
- **Impact (human):** Vaccination coverage %, malnutrition reduction, school attendance increase

- **Impact (animal):** Rabies vaccination rate, sterilisation count, adoption rate
- **Faith services:** Annadanam meals served, donation box collection, wastage reduction %
- **Compliance:** Grant report on-time %, audit findings, FCRA filing status

## ♥ Donor & Volunteer Engagement Features (Built-in)

### Donor Portal

Login → see real-time impact of their donation (tickets), download 80G certificate, set up recurring, leave feedback

### Volunteer App

Browse shifts, self-assign, clock-in/out via GPS, upload proof of work, get certificates

### Automated Tax Receipts

FCRA / 80G / 501(c)(3) compliant – generated instantly after donation

### Campaign Manager

Create fundraiser (e.g., "1000 meals for children") – track progress, auto thank-you when target hit

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📄 AI ERP TicketingOS – NGO & Non-Profit (Humanity + Animal Welfare + Faith Services).

Full lifecycle from donation to impact. Transparent, audit-ready, AI-powered. Print to PDF (Ctrl+P) → Save as PDF.