

# **FUNCTIONAL AND NON FUNCTIONAL REQUIREMENTS**

## **(DELIVERY BASED)**

### **Functional Requirements (FRs)**

#### Delivery Information Handling

- System must collect and share pickup address, delivery address, customer phone number, package weight, and dimensions with riders.
- System must mark fragile, COD, and perishable items clearly.

#### Delivery Updates

- System must display the customer phone number in the rider's app so rider can call.
- System must allow riders to update status (delivered, failed, delayed, returned).

#### Communication Flow

- Riders must be able to contact customers directly (via call) using details provided in the app.

### **Non-Functional Requirements (NFRs)**

#### Reliability

- Delivery tracking must be accurate and up-to-date.