

Business Requirement Document (BRD)

Project: Real-Time Delivery Tracking with Push Notifications

Version: 1.0

Author: Tushar Kalra

Date: 12/09/2025

1. Business Objective

Enhance customer experience by providing real-time order tracking and push notifications.

2. Background / Business Problem

Currently, users face delays in order tracking (5–10 mins).

This leads to frustration, poor trust, and repeated customer support calls.

3. Scope

In Scope: Real-time GPS tracking, Push notifications at milestones.

Out of Scope: Backend restaurant process changes.

4. Proposed Solution

- Implement GPS-based real-time tracking.
- Send notifications at 4 stages:
 - Restaurant Reached
 - Order Dispatched
 - 1 km Away
 - Arrived

5. Business Value

- Customer satisfaction improvement
- Reduce support queries ('Where is my order?')
- Increase retention and repeat orders

6. Functional Requirements

- FR-1: System must fetch delivery partner's location every 10 seconds.
- FR-2: Notification must trigger when delivery partner enters restaurant zone.
- FR-3: Notification must trigger when delivery partner leaves restaurant.
- FR-4: Notification must trigger when delivery partner is within 1 km radius of customer.
- FR-5: Notification must trigger when delivery partner arrives at customer location.

7. Non-Functional Requirements

- Performance: Tracking update < 3 seconds delay.
- Scalability: Handle 1 million concurrent orders.
- Security: Location data used only real-time, not stored permanently.

8. Assumptions

- Delivery partner app has GPS enabled.
- Customers allow app notification permissions.

9. Risks

- GPS may drain battery faster.
- Poor network coverage can delay updates.

10. Approval

Business Owner: _____

Tech Lead: _____

QA Lead: _____