

Business Requirement Document (BRD): Last-Mile Delivery App

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1. Introduction

This Business Requirement Document highlights the major requirements that will help design a mobile application for last-mile delivery personnel in the logistics company. The application will assist delivery personnel with managing and tracking their delivery to optimize their services with seamless user experiences.

2. Project Overview

The project will design and develop a mobile application for delivery personnel that will make it easier to handle the delivery process with efficiency and monitor packages in real time. It will provide for route optimization, notification of delivery updates, reporting issues, and customer communication.

3. Objectives

- Improve efficiency and effectiveness in delivery personnel.
- Track via GPS in real time and optimize the route.
- Allow for streamlining delivery status notifications and updates.
- Enable seamless customer communication and delivery verification.
- Design an overall better user experience by using an interface that is more intuitive and user-friendly.

4. Key Features

4.1 Delivery Dashboard

It will display pending, in-progress, and delivered items on the dashboard. Each delivery shall be assigned an address, customer contact information, and the status of packages in transit.

4.2 Real-time GPS Tracking

The application will allow for real-time tracking of the delivery route using GPS to indicate the location of the delivery personnel at any given time and to suggest the routes that are most efficient.

4.3 Delivery Status Updates

Status of every delivery will be updated by the delivery personnel, which may be picked up, out for delivery, delivered, or failed. The application shall capture the evidence of delivery through signature or photo and confirmation process based on OTP.

4.4 Notifications

It sends out notifications via push on new assignments, route changes, urgent deliveries, and issues in delivery.

4.5 Route Optimization

The app will suggest the best routes, using real-time traffic information to reduce delays.

4.6 Issue Reporting

An exclusive issue reporting feature will allow the delivery personnel to report any issues regarding delivery at the doorstep, like incorrect address or unavailability of the customer.

4.7 Offline Mode

The application will support offline mode updating of delivery status by delivery personnel in areas where network coverage is poor or nonexistent.

4.8 Earnings Dashboard

The earnings dashboard will display the earnings for the delivery personnel concerned, based on the deliveries completed.

4.9 Customer Communication

The application will provide options to call or message the customer directly at the time of delivery for coordination.

5. Notifications

To The following notifications within the application will be provided to keep this delivery personnel informed and updated with critical information:

- New Delivery Assignment
- Delivery Status Update
- Reminder for Package Pick-up
- Route Change Alerts
- Notification if Delivery Fails
- Customer Unavailable Alert
- Summary at the End of Shift

6. Wireframe



Fig: Wireframe for the MVP of the last-mile delivery app

Source: <https://balsamiq.cloud/sa01tri/pmw94ry/r75A9>

7. Timeline

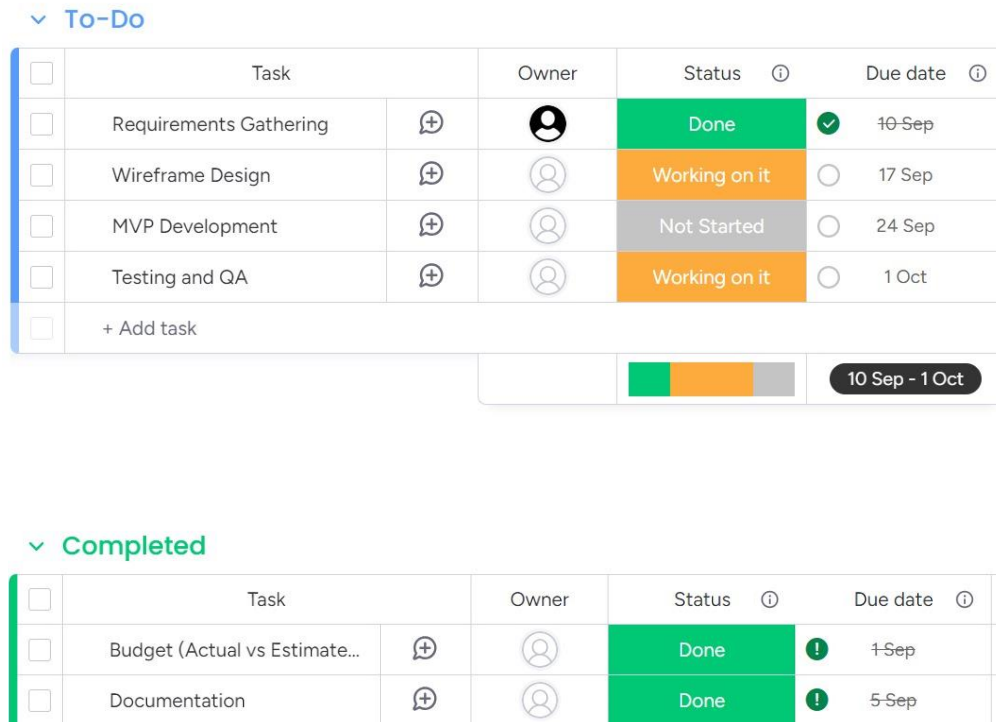


Fig: Timeline diagram of Last-Mile Delivery App

Source: https://nitdelhihq.monday.com/users/sign_up?invitationId=43799664809449230000&inviter_id=65928368

8. Conclusion

This Business Requirement Document highlights the crucial features, timeline, and design elements necessary in the development of a last-mile delivery application to optimize the efficiency of delivery personnel. Minimizing delays, the app smooths out the delivery operations by facilitating real-time tracking, route optimization, updating the status of delivery, and thereby communicating smoothly with customers.

A detailed timeline has been included for structured development, while the wireframes show an intuitive user interface to ensure ease of navigation, hence efficiency. Once integrated into the application, with adherence to the timelines of this project, the application will go a long way in enhancing delivery operations, productivity, and further boosting customer satisfaction.