Business Requirement Document for Baggage Handling System

# 1. Introduction

The purpose of this document is to define the business requirements for the Baggage Handling System. This system manages the tracking and management of passenger baggage from check-in to pick-up.

# 2. Scope

This document covers the business requirements for tracking and managing baggage, including baggage tagging, routing, and real-time tracking.

# 3. Business Objectives

- Ensure accurate tracking of passenger baggage.  
- Minimize lost or delayed baggage incidents.  
- Improve customer satisfaction through efficient baggage handling.

# 4. Functional Requirements

## Baggage Tagging

The system should generate and print baggage tags at check-in, with unique identifiers for each piece of luggage.

## Baggage Routing

The system should manage the routing of baggage to ensure it is loaded onto the correct flight.

## Real-Time Tracking

The system should provide real-time tracking of baggage throughout the journey, accessible to both staff and passengers.

## Baggage Claim

The system should facilitate the efficient retrieval of baggage at the destination, minimizing wait times.