|  |  |  |
| --- | --- | --- |
| NOUN | NOTES ON NOUN | decision |
| customer | The person who rents the car and deals with the system | i |
| Account | The profile that stores customer personal info | i |
| Reservation | The booking made by customer for a vehicle, which include information about the car and period rented | i |
| Vehicle | The car being rented | i |
| Rental Quote | The estimated cost for renting the vehicle | i |
| Service Fees | Additional charges | e |
| Rental Period | The duration for which the vehicle is reserved | e |
| Payment | The physical transaction that occurs at the office when the customer pays for the rental | i |
| Vehicle Pickup | customer collects the vehicle from the rental office | e |
| Identification | The customer's identification verified at the time of vehicle pickup | e |
| Vehicle Condition | The condition of the vehicle at the time of pickup and return | e |
| Mileage | The distance traveled by the vehicle during the rental period | e |
| Fuel Level | The fuel level of the vehicle when returned | e |
| Late Charges | Charges for returning the vehicle after the agreed-upon time | e |
| Damage Charges | Charges for any damage to the vehicle during the rental period | e |
| Final Receipt | The document issued after the vehicle return that summarizes the charges | e |
| Fleet | The collection of vehicles available | i |
| Fleet Management System | The system that manages the availability | e |
| Maintenance Schedule | The plan for routine maintenance | e |
| Maintenance Log | The record of completed maintenance tasks for each vehicle | i |
| Repair | Maintenance work done on a vehicle to fix damage or mechanical issues | e |
| Service History | The record of all repairs and maintenance performed on each vehicle | e |
| Vehicle Availability | The status of whether a vehicle is available for rental | e |
| Customer Profile | A record of a customer's personal details | e |
| Rental History | A record of past rentals made by the customer | e |
| Feedback | Customer feedback related to their rental experience | e |
| Loyalty Points | Points awarded to customers based on rental activity | i |
| Promotion | Discounts or special offers provided to customers | e |
| Recommendation | Suggestions made to customers based on their rental history | e |
| Additional Service | Extra services requested by the customer, such as GPS devices, child seats, or roadside assistance | e |
| Service Availability | The availability of additional services at the time of vehicle pickup | e |
| Service Fee | The additional charge for providing a service | e |
| Admin Dashboard | The interface for Rent-a-Ride administrators to view and manage system data and generate reports | i |
| Vehicle Utilization Report | A report that tracks the usage of vehicles | e |
| Customer Trends Report | A report that tracks customer behaviors | e |
| Revenue Report | A financial report that tracks income from rentals | e |
| Feedback Report | A summary of customer feedback | e |