System Vision Document

**Overview**

The Car Rental System shall automate renting out vehicles by Rent-a-Ride, starting from the inquiry of a customer and returning the vehicle. It will be an integrated system enhancing the overall customer experience, smoothing the operations, and facilitating efficiency in managing vehicle rentals.  
  
**Objectives and Goals**

**Customer Management:** Customers shall be allowed to create their accounts, check the availability of vehicles, and handle reservations through the website.  
**Reservation Process:** The system shall allow for an easy process of reservation by selecting a vehicle and dates, checking its availability, and giving a quote.  
**Fleet Management:** It shall note the availability of the vehicle, schedule it for maintenance or servicing, and keep track of service history for record purposes.  
**Reporting and Analytics:** Provide reports regarding vehicle utilization, customer trends, and summaries of finances for making strategic decisions.

**Target Audience**

**Customers:** Those customers who want to rent vehicles for personal or business use.  
Customer Service Representatives: This will include people dealing with customers for transactions related to queries, reservations, and support.  
**Fleet Management Staff:** Works related to tracking the conditions of the vehicles and maintaining a schedule for their maintenance.  
**Management:** Higher management staff who would want to analyze certain performances and make decisions based on data.

**Key Features**  
  
**Account Creation and Management:** Customers can create and manage their accounts online.  
**Vehicle Search and Reservation:** Customers can filter available vehicles by type, price, and seating capacity, and get rental quotes.  
**Payment Processing:** Physically, customers will need to make the payment at the rental office.  
**Fleet Management Module:** Keeps track of the vehicle status, schedules maintenance, and tracks service history.  
**Customer Feedback and Loyalty Program: It** captures customer feedback, maintains loyalty points for future discounts on rentals.  
**Admin Dashboard:** Provides insights into vehicle usage, revenues generated, and customer interaction.

**Conclusion**  
The Rent-a-Ride Car Rental System will maximize the process of vehicle renting to better satisfy the customers and provide useful management information. This system will enable Rent-a-Ride to be one of the leaders in renting cars, emphasizing ease of use and efficiency of operations.