1. **Draft 2: List Format**

**2.3 User Classes and Characteristics**

The Syarti system is designed to support multiple user types, each with distinct roles and responsibilities. These user classes include Customers, Admins, and various categories of Employees. Each employee role has tailored system access suited to their specific tasks.

1. **🔹 Customers**

* General users who rent cars via the platform.
* Can view, book, and cancel reservations.
* Manage profiles, documents, and payments.
* Submit and view feedback.
* Use smartphones or PCs.
* Expected to have low to moderate technical knowledge.

1. **🔹 Admins**

* Business owners or system supervisors.
* Manage fleet inventory and bookings.
* Oversee customer profiles and legal docs.
* Review financial reports (expenses, taxes, service logs).
* Moderate to advanced technical familiarity expected.

1. **🔹 Employees**

**1. Pickup/Dropoff Handler**

* Manages car handovers to/from customers.
* Views approved bookings’ data and customers’ contact info.

**2. Fleet Manager**

* Updates vehicle data, maintenance records, insurance and registration.

**3. Legal Verifier**

* Reviews IDs or passports, licenses, insurance policies, and registrations documents.
* Performs background checks for new customers.

**4. Accountant**

* Reviews bills, fuel costs, taxes, service, insurance and registration expenses.