**List of Customer Needs**

The users for our car rental system can be categorized into two main groups:

• Customers/Renters  
 • Admin/Staff

1. **Customers**/**Renters Requirements:**

| **Requirements** | | **Subscribed Renter** | **Guest User** |
| --- | --- | --- | --- |
| 1 | **Account Creation**  The ability to create user accounts on the portal by providing necessary information like name, contact details, and email address. | Yes | No |
| 2 | **User Profile Management and Access Controls:**  Subscribed users can manage their user profiles by creating, viewing, & editing personal details such as contact information, saved preferences, and account settings. They also have the ability to log in, log out, and change their passwords. Guest users, however, do not have access to these features and are limited to browsing the platform without creating an account. | Yes | No |
| 3 | **Browse/Filter vehicles**  Allows users to browse the rental inventory and use filters like car type, price range, and features to refine their search and find vehicles that match their preferences. | Yes | Yes |
| 4 | **View detailed vehicle information**  Shows detailed specifications for each vehicle, including model, features, fuel type, and pricing. | Yes | Yes |
| 5 | **Check vehicle availability**  Lets users check if a specific vehicle is available for their desired rental dates. | Yes | Yes |
| 6 | **Make a vehicle reservation**  Enables subscribed customers to reserve a vehicle for a specific period. Guest users must subscribe to make a reservation. | Yes | No |
| 7 | **Secure online payment**  Allows subscribed users to complete the booking process by making secure payments through third-party payment gateways like Stripe or PayPal. | Yes | No |
| 8 | **Leave ratings and reviews**  Subscribed users can view their previous rentals, making it easy to repeat bookings or review past rentals. Guest users cannot track their rental history. | Yes | No |
| 9 | **Track current reservations**  Subscribed users can monitor their current bookings, including pickup times, locations, and vehicle details. This feature is exclusive to subscribed customers. | Yes | No |
| 10 | **Save vehicle preferences**  Subscribed users can save their favorite cars or specific preferences, such as setting a maximum speed limit on the vehicle, for faster and safer future bookings. Guest users do not have this functionality. | Yes | No |
| 11 | **Cancel or modify reservations**  Subscribed users can easily cancel or change their bookings based on availability and rental terms. Guest users do not have access to this feature. | Yes | No |
| 12 | **Vehicle Location Tracking**  Subscribed users can track the exact location of the vehicle before pickup or during the rental period using GPS integration. | Yes | No |
| 13 | **Add Additional Drivers**  Subscribed users can add multiple authorized drivers to a rental, such as family members and friends. Guest users do not have this option. | Yes | No |
| 14 | **Customer Support** Access to responsive customer service for inquiries or booking issues. | Yes | No |
| 15 | **Change the Drop-off location** Option to return the vehicle at a different location, adding flexibility for one-way trips. | Yes | No |
| 16 | **Miles Reward Loyalty Program**  Renters can accumulate miles or points for every booking or mile driven, which can be redeemed for discounts, free rentals, or other perks. | Yes | No |
| 17 | **Renters Insurance**  Renters can purchase optional insurance coverage through the platform, with multiple protection plans (e.g., liability, collision damage waiver, theft protection) to ensure security and peace of mind during their rental period. | Yes | No |

1. **Admin/Staff Requirements:**

**2.1 Ability to log in/log out:** Admin/Staff should be able to securely log in and out using their credentials.

**2.2** **Manage and Access user accounts:** Admin/Staff can add, update, suspend and delete customer accounts if needed. Able to access renter’s information, including rental history and feedback.

**2.3 Manage and set vehicle availability/listings:** Admin/Staff should be able to manage vehicle availability, listings, including rental terms, pricing, and promotions.

**2.4 View and manage vehicle bookings:** Admin/Staff can access the booking system to view upcoming reservations and modify or cancel them as needed.

**2.5. View and manage payment records:** Admin/Staff can access payment records, including customer transactions, refunds, and outstanding balances.

**2.6 Send notifications to renters:** Admin/Staff can schedule notifications like booking confirmations, reminders, system downtime, new features, holiday promotions or any special offers to customers.

**2.7. Ability to view reports:** Admin/Staff should have access to reports showing rental trends, vehicle performance, and customer satisfaction.

**2.8. Manage Insurance and Legal Documents:** Admin/Staff should be able to manage and track vehicle insurance and legal documents, such as contracts and liability waivers for each rental.

**2.9. Handle Damage Reports and Claims:** Admin/Staff can manage and submit damage reports from renters, review claims and coordinate with insurance providers to resolve issues.