**BIKER’S PORTAL PROJECT DESCRIPTION**

**Description:**

Our project is a bike renting website both running on desktops and mobile environments and we especially focused on innovation in this project. Our Biker’s Portal website will a factor between bike hirers and renters either a person or an enterprise. In this way inactively used bikes will earn some money for their owners that is personal renters and local bike shops will spread their service to much wider areas for instance a whole city. Our aim is conduct people to increase their cycling in that way secure their health and decrease the oil-based vehicles using so protect the Earth. In our website people may search bikes in a certain location or ascending and descending rental fees also some desired bike specifications for different usages. The website has also customer satisfaction criteria for guiding the newcomer users. For security and reliability aspects our users should accept our usage contract, so users should provide their credit card, mobile phone, and ID information for avoid the misusing the system such as stealing the bike etc. We think about both our customers and businesses security and our bikes situation. That’s why in business-to-person renting we ensures bike insurance offers by our business partners. On the other hand, in person-to-person bike renting hirer responsible the bikes situation, and hirer will pay any damages taken by bike in his or her hiring period. Our system provides counter-checking mechanisms for avoid the further claims may or may not be happen from both hirer or renter. Finally, our website earns its money from advertisements. Further changes may occur without our briefing and all rights of the system is reserved.

**Actors:**

* Bike Hirer
* Bike Renter
* Bike Rental Enterprises
* Customer Service

are system users at Biker’s Portal.

**Scenario:**

Biker’s Portal is a bike renting website both running on desktops and mobile environments. Our system provides person-to-person and business-to-person bike rental service.

The user could be bike renter and hirer. The bike hirer can filter bikes for some specifications for example; certain location, the price, technical specification etc. The bike hirer will give a feedback to bike renter to give an idea of the renter for bike hirers. The bike renter can define his bikes specification in detail.

The bike rental enterprises-businesses can come forward in their rivals by giving a fee to Biker’s Portal. In this way bike rental businesses spread their services to a wider area. If the bike hirer takes his service from an enterprise-businesses can benefits a bike damage insurance by without any extra payment so this insurances costs compensated from the enterprise-businesses.

Customer Service assists the users for help to use the websites and resolve the users’ problems. Customer Service also provides an interface to user definition and information adding and updating in the system. Customer Service can be change the certain feedback of users to avoid misunderstandings between renters and hirers.

**Problems:**

**User:**

* How do you interact with website without sign-in/up?
* What are the problems with using the website?
* How do you pay the renting cost of bike?
* How do you ensure the damages of bike without an extra payment?

**Bike Hirer:**

* How do you communicate with bike renter?
* How do you hire the bike?
* What problem do you encounter if you make an accident?
* Who pay the hiring cost of bike?
* When do you pay the hiring cost of bike?

**Bike Renter:**

* How do you rent your bike in website?
* What happens if your bike is wrecked?
* What happens if your bike is lost or stolen?
* Who compensates your victimization?

**Bike Rental Enterprises:**

* Who compensate the insurance costs, website or your business?
* What are the advantages of being an enterprise?
* How many bikes do you rent at the same time?
* How often answer the hirers requests?

**Functional Requirements:**

**For User:**

1. The user shall enter the website.
   1. The user may surf in the website to see all bikes, prices etc.
   2. The user may leave the website at anytime.
2. The user shall sign-up once the website for access the full features of the system.
   1. The user shall enter a username, password, mobile phone, e-mail, address, and id informations.
   2. The user shall choose membership type either personal or enterprise.
3. The user shall login for access the full features of the website.
   1. The user shall enter the username or e-mail and password to login the website.
   2. The user shall access other users profile for hiring or renting a bike.
4. The user shall communicate with Customer Service.

**1- For Bike Hirer:**

1. The bike hirer is an user for uses the website for hire a bike.
2. The bike hirer shall sort the bikes for some specifications like location, hiring price, feedback points etc.
3. The bike hirer shall communicate with the bike renter for hiring purposes.
4. The bike hirer shall check-in when rent a bike and to deliver back.
5. The bike hirer shall give a feedback about bike and enter a grade for bike renter.

**2- For Bike Renter:**

1. The bike renter is an user for uses the website for rent his or her bike(s).
2. The bike renter shall define specifications like hiring price for certain period, technical specs etc. of his or her bike for rent on website.
3. The bike renter shall communicate with bike hirer by an upcoming request.
4. The bike renter shall update his or her bikes’ availability after an hiring agreement.
5. The bike renter shall check-in when rent a bike and to deliver back.
6. The bike renter shall be either person or enterprise.
   1. The bike rental enterprises shall agree with bike hirer in some insurance contract for protect the hired bike.

**The Customer Service:**

1. The customer service shall be an administrator for the website from the system providers.
2. The customer service shall accessible from both bike hirers and renters and also rental enterprises.
3. The customer service shall solve the problems and misunderstanding may happen between users.
4. The customer service shall keeps a right to permaban any account from violating the usage agreement.

**Non-functional Requirements:**

**Operational:**

* Website available on PCs and Phones.
* Our system has a customer service.

**Performance:**

* Website has done every operation under the 7 seconds.
* For achieving the fast response time the system designers normalize the system’s database.
* The website is accessible at anytime.

**Security:**

* The system stores every users’ credit card information for secure operating.
* The website has a bike deliverance check system.
* Bike insurances will provided from bike rental enterprises themselves, our system is not responsible from this.

**Cultural:**

* The system will serve in English and Turkish languages for supporting localization.

**System Specification**

**USER**

1. Sign-up
2. Login
3. Sort Bike
4. Communicate

**BIKE HIRER**

1. Hire Bike
2. Check-in
3. Feedback

**BIKER RENTER**

1. Rent Bike

**CUSTOMER SERVICE**

1. Manage accounts
2. Interact Users

**USER;**

**Sign-up**

1. The user shall sign up website.
   1. The user shall enter username, password, id information, phone number, email, address.
      1. (Optional) The user shall enter credit card or IBAN information

**Login**

1. The user shall login for additional features of website
   1. The user shall login for additional features of website.
   2. The user shall choose membership type.
      1. Enterprise or personal.
   3. The user shall check usage contract.

**Sort Bike**

1. The bike hirer shall sort the bikes for some specifications like location, hiring price, feedback points etc.
   1. Specifications; Location, hiring price, grade, avaliable.

**Communicate**

1. The users shall communicate each other
   1. The renter shall send message or call bike hirer
   2. The user shall communicate with customer service

**BIKE HIRER;**

**Hire Bike**

1. The hirer shall check desciption of bike on page
   1. The hirer shall communicate with sending massage and calling phone number
2. The hirer shall enter credit card information before hiring bike.

**Check-in**

1. The hirer and renter shall check-in when hire a bike and to deliver back .

**Feedback**

1. The hirer shall give feedback about their experience
   1. The hirer shall give either grade and comment to their renter

**BIKE RENTER;**

**Rent Bike**

1. The bike renter shall define specifications like hiring price for certain period, technical specs etc. of his or her bike for rent on website.
2. The bike renter shall determine availability for renting.
3. The bike renter shall update his or her bikes’ availability after an hiring agreement.
4. The bike rental enterprises shall agree with bike hirer in some insurance contract for protect the hired bike.

**Check-in**

1. The renter and hirer shall check-in when rent a bike and to deliver back .

**THE CUSTOMER SERVICE;**

**Manage Accounts**

1. The customer service shall keeps a right to manage account state ,

**Interact Users**

1. The customer service shall solve the problems and misunderstanding may happen between users.