

System Roles

Office Staff – As a Office Staff, we have responsibility to finish the pick up and drop off vehicle mission.

Manager Staff – As a Manager Staff, my role is creating a income and spending report, and send it to the owner. I also have responsibility for managing office staff.

Owner – As a Owner, In order to manage and optimise car Rental company income and outcome, analysis the number customer base on location and season, collect data to improve.

IT Support – As a IT support, we have responsibility keep the website stability.

Customer – As a customer, I want to to have good services that can fit all my needs and requirements. I additionally want promotions for using the service after several times.

01

Returning In Various Location

Must
have

Story
Points:
2

As a customer, I want to be able to return the rental car to various places in Australia so that I can be flexible with my plan for vacation or business.

Acceptance Criteria

- A drop-down menu of “Selects a drop-off location” is displayed on filter list for showing all the available locations.
- Clicking one of the options on the “Selects a drop-off location” filter list for selecting the expected drop-off location.

Notes

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02

Pick Up Location Selecting

Must
have

Story
Points:
2

As a customer, I want to select the pickup location and date so that I do not have to contact the staff before going to the store

Acceptance Criteria

- A drop-down menu of “Selects a Pick up location” and “Pick up Date” are displayed on filter list for showing all the available locations.
- Clicking one of the options on the “Selects a Pick up location” filter list for selecting the expected Pick up location.

Notes

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03

Hotline Support

Could
have

Story
Points:
1

As a customer, I want to have a hotline support contact list so that I can consult the car company staff anytime

Acceptance Criteria

- At the bottom of every page, “Contact us” button is displayed for providing contact information .
- Clicking on “Contact us” button displays a list of phone number from every store

Notes

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04

Insurance Covered

Should
have

Story
Points:
1

As a customer, I want the protection insurance option so that I will be prevented cost charging during a car accident.

Acceptance Criteria

- Insurance and other policy will appear after processing to rent a car to inform the customer about what car insurance is covered

Notes

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05

Search Filter

Must
have

Story
Points:
2

As a customer, I want to inspect all the car which is available for rent through a drop-down list of checkboxes so that I can filter the car information immediately.

Acceptance Criteria

- At customer page, drop-down list and checkboxes show all the option to the customer
- Clicking the checkboxes and select car information in the list.
- Clicking on “Enter” to confirm the selection and it will sort the information for the customer.

Notes

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06

Change Language

Should
have

Story
Points:
1

As a customer, I want the car rental website provided different languages so that I can understand the web page content.

Acceptance Criteria

- On the bottom of every page, all supported languages are display (English, German, ...).
- Clicking the type of language to change the website language

Notes

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08

Search by Price

Should
have

Story
Points:
1

As a customer, I want the search result to be sorted by the lowest price so that I can found the budget choice immediately.

Acceptance Criteria

- In the “Searching” button, customers can sort the car by price via filter provided on the page

Notes

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10

Luggage Size

Should
have

Story
Points:
1

As a customer, I want the search result limited by car information so that I can found which car meet the customer requirements like what transmission included.

Acceptance Criteria

- A sort of “Luggage Size” on the top of car list after selecting the pick-up and drop-off locations for sorting the list depends on luggage size.
- Clicking on “Luggage Size” sort for sorting the biggest to smallest size or smallest to biggest size.

Notes

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11

Transmission

Should
have

Story
Points:
1

As a customer, I want the search result limited by car information so that I can found which car meet the customer requirements like transmission included.

Acceptance Criteria

- A sort of “Transmission” on the top of car list after selecting the pick-up and drop-off locations for sorting the list depends on transmission.
- Clicking on “Transmission” sort for sorting the manual to automatic or automatic to manual.

Notes

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12

Rental Receipt

Could
have

Story
Points:
1

As a customer, I want to have a vehicle renting agreement receipt so that I have a proof for renting those vehicles

Acceptance Criteria

- If the customers rent the car through internet, electronic receipt will be sent to their email address, for the in-store renting customer, staff will provide receipt for customer after the renting process has done

Notes

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13

Viewing Return Policy

Should
have

Story
Points:
1

As a customer, I want to be provided with a return policy list so that I know the return instruction during drop off and car last inspection.

Acceptance Criteria

- Return Policy will be pop up when clicking the “Book” button on the customer page when booking a car

Notes

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14

Damage Cost List

Should
have

Story
Points:
1

As a customer, I want to be provided with a common damage cost list so that I understand the accident cost charging before booking.

Acceptance Criteria

- List of common damage cost is displayed as question inside FAQ link which is displayed at the bottom of every page

Notes

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15

Fill Personal Information

Should
have

Story
Points:
4

As a customer, I want to fill in the driver personal information online so that i don't have to fulfil the application form through the car rental store.

Acceptance Criteria

- After complete renting car online, customers are prompt to new page to fill in driver personal information with text boxes. Clicking “Save” button after filling to save the driver information into database match with the rented car

Notes

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16

Total Payment Display

Should
have

Story
Points:
1

As a customer, I want to be provided with the rental car total payment so that I can confirm the vehicle rental price are match up our budget.

Acceptance Criteria

- After selecting a car and filling pick up and drop up locations, the total payment will be shown on the screen.

Notes

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As a customer, I want to have an option to swap the same type of car within the rental contract period in any store if there have any small issues so that my plan for vacation or business will keep stability.

Acceptance Criteria

- After the customer login , under the personal menu,a link to “Current Rental Contract” will be available .
- Click on “ Current Rental contract” link to show details of current car hiring contract
- On the bottom left of the screen, “Change Car” button is displayed, click on the button will prompt the user to fill in a report for changing the car
- The report include car rental preference, customer name and reason for changing the car with a drop-down menu with reasons provided for customer, changing store location
- Clicking on “confirm” button to submit the report and customer can come to the chosen store to change the car

Notes

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18

Update Information by Customer

Should
Have

Story
Points:
4

As a customer, I want to modify my personal information such as name, number or address, so that I won't provide the mistaken information that affects me cannot pick up the vertical

Acceptance Criteria

- On the customer menu, “a link of profile” is display. Clicking on it will allow the user to see their account information and then they can edit some specific information (name, address ..)

Notes

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19

Car Record

Should
have

Story
Points:
2

As a customer, I want to be provided with each car crash record so that I can know which is the great quality vehicle choice.

Acceptance Criteria

- When customer searches for car, a section of “Car history” is displayed beside the car images. Clicking on will pop up a record of car maintenance history

Notes

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20

Viewing Car Initial Condition

Should
Have

Story
Points:
2

As a customer, I want to be provided with vehicle images before renting so that I decided which car to rent base on the images.

Acceptance Criteria

- After clicking the “search” button ,the car image will be displayed on each result which base on the same vehicle ID.
- Clicking on the image, several images with same vehicle ID will be displayed in net structure.

Notes

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22

Vehicle Return Reminder

Must
have

Story
Points:
1

As a office staff, I want to have a reminder-function when a vehicle had already returned so that the rental car search system will provide the high-reliability result without any contracted vehicle.

Acceptance Criteria

- After staff login, the message box will be displayed with Tick symbol.
- Clicking on the Tick symbol the message will show the history of which customer return which car base on the order of the date.

Notes

- The Return Reminder will only show the return messages in the same City .

23

Access and Update Customer Information

Must
have

Story
Points:
4

As a office staff, I want to modify, add or delete in customer personal information page so that I can maintain the database information correctly .

Acceptance Criteria

- After logging as the staff, clicking on the “ Update Customer Information” button which is displayed at the right of the page will display all customer personal information.
- Change the information on the inside the blanket
- Click the “Save” button will update the customer information

Notes

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As a office staff, I want a web interface for car rental information which record customers information, store information so that we can search and track the rental agreement online.

Acceptance Criteria

- After logging in as a staff, customer information is displayed in a table in the staff page.

Notes

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25

Close Inactive Account

Won't
have

Story
Points:
2

As a office staff, I want to close the certain account when the customer has not been logging for more than 4 years so that server performance would not be dragged by inactive data.

Acceptance Criteria

- After logging as the staff, clicking on the “ Update Customer Information” button which is displayed at the right of the page will display all customer personal information.
- If a customer have not been active for more than 4 years, Staff can remove that person's account by clicking on the “X” symbol displayed on the right of the person's information.

Notes

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26

Confirm Customer

Must
have

Story
Points:
2

As a office staff, I want to search a customer base vehicle number or agreement number so that I can confirm whether that person is a customer.

Acceptance Criteria

- In staff page, a blank of “Searching” above the searching table is provided to staff.
- Typing vehicle number or agreement to check a customer.
- Clicking on “Searching” button shows the customer information

Notes

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As a office staff, I want to disable specify each type of rented car so that customers would not get a fail rental request by running out the selected vehicle type.

Acceptance Criteria

- In terms of Online Renting. “Book” button will be automatically disable and disappear on customer search once the car have already been rented.
- With regards to in store renting, after the car rent process finish, staff will search the rented car through filter on staff web page, clicking on “disable” car to marked the rented car which is currently unavailable

Notes

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As a staff manager, I want a analyze function to check how many vehicles rented every day in my store so that I assured to deliver proper mission to the staffs and direct them to contact the late return vehicle.

Acceptance Criteria

- After the staff manager login , a table display Day, Car number and time of each car have been rented, a “Analyze” button below the table is shown.
- Clicking on the “Analyze” button will analyse all car rented in the current city ordered by Day and Time.

Notes

- we have to create python function to finish

30

Message Customer

won't
have

Story
Points:
2

As a customer, I want a message box so that I can communicate with staff without talking on the phone.

Acceptance Criteria

- Small “Message” icon is displayed at the bottom right of the website. By clicking the icon, user are prompted with automatic message and user can type the questions which send directly to on-work staff

Notes

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As a customer, I want an agreement page and damage report so that I can print out the application agreement without any handwriting agreement.

Acceptance Criteria

- A customer when picking the car will be asked to sign up to an Agreement page provided by in-store staff

Notes

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As a staff manager, I want to be provided with a history of customer, car, store and time and display the search result in a proper format, so that I can create a monthly report to the owner efficiently.

Acceptance Criteria

- After staff management login, several text bars and customer drop-down menu is showed parallely.
- Input the keyword in text bars and choose the categories within the drop-down list .
- Clicking on the “Search” button to display the search report based on the column position of the drop down menu.

Notes

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As an owner, I want to offer a discount after renting several times so that I can attract customer to use the rental service more often.

Acceptance Criteria

- After renting several times, customer are both notified on the website and sent mail message inform that they will get a discount in the next car rental

Notes

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35

Receive Feedback

Could
have

Story
Points:
2

As an owner, I want to get feedbacks from customers after using our services so that we can adjust our services to serves future clients better

Acceptance Criteria

- After returning the car, customers are asked to complete feedback form provided by staffs through a tablet.

Notes

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As an owner, I want to have an analysis report showing the number of what customer rented based on the car type and customers rented location information and rented time slot so that I can manage the car rental website to provide recommended car type for customers.

Acceptance Criteria

- After owner login, The Monthly report table will be displayed base on each month.
- Monthly Report Table will show the Date and the Report list which store in PDF format.
- Clicking on one of the “Report ” list to show the statitice base on car type ,Pick up location and Rented time.

Notes

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As an owner, I want all the cars are provided with GPS so that I can prevent the car stealing.

Acceptance Criteria

- After the staff login, the link “Customer Location” is displayed on the right side.
- Clicking on ‘Customer Location’ and the search bar name Customer ID is displayed.
- Input the Customer ID and click the “Search” button, the match keyword customer ID will be located on the Google Map API.

Notes

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40

Server Down Notice Page

Could
have

Story
Points:
1

As an IT support, I want the server down notice page so that I can inform the customer about maintaining the online service.

Acceptance Criteria

- After the database disconnected with the Web Page, If the user input the main page url, web page will redirect the location and show the custom maintenance page

Notes

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41

Customer Main Page

Could
have

Story
Points:
4

As a customer, I want to have customer main page so that I process the first step of car rental booking.

Acceptance Criteria

- The customer main page is displayed on default URL main page before any process.

Notes

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As a office staff, I want to register an account so that I can have a privileged account to manage the web interface.

Acceptance Criteria

- A link “Staff Register” is displayed for registering an staff account.
- The Staff application form with blank text box(Name , Sex, Age ,StaffID , Position and Home Address) are displayed webpage.
- Clicking on “Register” button to complete registration.

Notes

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43

Staff Login

Should
Have

Story
Points:
1

As a office staff, I want to login to the web interface so that I can get access to the staff search interface.

Acceptance Criteria

- A link “Administrator Login” is displayed for login as a staff to the web interface.
- Clicking on “Staff Login” link shows the blank text box about the username and password.
- Clicking on “Login” button to complete the login section.

Notes

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44

Owner Login

Should
have

Story
Points:
1

As an owner, I want to login to the web interface so that I can supervise the company promotion and report review.

Acceptance Criteria

- A link “Administrator Login” is displayed for owner logging to the web interface.
- Clicking on “Administrator Login” shows the blank text box for the username and password.
- Clicking on “Login” button to complete the login section.

Notes

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As a customer, I want to be able to register an account for the user web interface so that I do not have to re-enter my personal information that for fulfilling later rental apply.

Acceptance Criteria

- A link of “Register” is displayed for registering an account.
- Clicking on “Register” link displays all the blank text box about first name,last name,email-address,DOB,password which information is related to customer.
- Clicking on “Register” button to complete register process.

Notes

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46

User Login

Could
have

Story
Points:
1

As a customer, I want to be able to login the user web interface so that I can I can manage personal information and view my car rental history.

Acceptance Criteria

- A link of “User Login” is displayed for logging to the user web interface.
- Clicking on “User Login” link displays blank text box to enter username and password.

Notes

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As an owner, I want to recommend a car type which depends on the location and season for customer so that the company potencial income will improve.

Acceptance Criteria

- After the owner login, the Button “recommendation” will display on the bottom right of staff main page.
- Clicking on “recommendation”,the with drop down menu ,location and month option.
- Clicking on “recommend” to complete the recommended section and coustomer main page search list will be displayed in top result which mean highest priority.

Notes

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As a office staff, I want to have a late reminder-function when the customer had late returned so that the rental car search system will provide the high-reliability result without any contracted vehicle.

Acceptance Criteria

- After staff login, the message box will be displayed with cross symbol.
- Clicking on the cross symbol the message will show the history of which customer return which car base on the order of the date.

Notes

- The Late Return Reminder will only show the return messages in the same City .