**CAR RENTAL COMPANY REQUIREMENTS**

1. Owner -Feedback from customers after using the CRC services without responding physically.
2. Owner -Charges apply for late car returning if customers exceed the agreed car rental period
3. Staff -Database car rental information: customers information, car information, store information, date…
4. Customer -Price should be discount after renting fixed several times with a membership
5. Customer-Including insurance for rental users
6. Customer-Returning car in different location around Australia
7. Owner-Turn down the price for older vehicle
8. Staffs- can check the late car rental user to contact them return
9. Customer -Hotline support depend on user location
10. Customer-Insurance claim function.
11. Owner-Promote Car rental user to return on specific stores (e.g that store have only few cars storage compared to others)
12. Staff-Database extract the information about which cars is rented the most monthly. Which city have the largest number of car rental, car recommendations base on customers location, destination, time
13. Customer-Web interface to fetch data from a database and display current context in a proper format
14. Customer-The interface may also provide some functional buttons with some simple query input to display the analysis results generated by specified data analysis or report functions which the system provide. For the data analysis results display, the user will be able to specify how to represent the results, e.g., ordering by different dimension, or using filters.
15. Customer-The customer can also have access to the web interface, which allow to view all the cars available to rent (including car information and their current location via database connection) even without logging in, as well as use the functions which are designed for their usage (e.g. above-mentioned car recommendations service).
16. Customer-Web Application: results virtualization, reporting system, session management, role-based authentication