



CAPSTONE PROJECT REPORT

Report 1 – Project Introduction

– Hoa Lac, January 2023 –

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I. Record of Changes

*A - Added M - Modified D - Deleted

II. Project Introduction

1. Overview

1.1 Project Information

- Project name: << Vehicle Rental System>>
- Project code: <<VRS>>
- Group name: <<SWP490-G19>>
- Software type: <<Website>>

1.2 Project Team

Full Name	Role	Email	Mobile
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2. Product Background

- Currently, traffic congestion is a frequent occurrence in large cities. For instance, in Hanoi in 2022, there were 10 regular traffic jams during peak hours. The Hanoi Transportation Department reported that there were 7.7 million vehicles in the city as of November 2022, including over one million cars, more than 6.5 million motorbikes, and around 180,000 electric motorbikes, not to mention about 1.2 million vehicles from other provinces. On average, the number of vehicles has increased by 4-5% per year in recent years. Some solutions have been proposed to address the traffic problem, such as promoting public transportation and banning motorbikes from the downtown area starting in 2025, but they have not been effective.
- On weekends and holidays, the demand for tourist activities increases. Renting services for bicycles can be found in parks such as Thu Le Park or Bao Son Paradise with a cost of 30,000 VND per hour. Meanwhile, locations to rent motorcycles such as Ho Guom are priced at 150,000 to 200,000 VND per day. However, these services are not well-organised and lack professional management, leading to concerns over the credibility of rental companies for tourists.
- To address these problems, a rental car system is required to help people easily rent the vehicles they need. This system contributes to building a smart city where people can combine public transportation and convenient rental vehicles to travel within neighbourhoods and tourist areas.

3. Existing Systems

3.1 Hương Linh Transport



Features: Huong Linh transport's car rental system provides various types of cars for rent including self-drive and chauffeured cars with clear car descriptions for renters to choose from and contact the company.

Strengths: The owner's website's vehicle is therefore quite reliable and ensures satisfaction for those who need to rent.

Weaknesses:

- About website
 - The interface is basic.
 - The search function is too simple and it makes it difficult to choose a car.
 - There is only the Vietnamese language available.
 - The web function is quite basic.
 - The user may not know which car has been rented or not.
 - There are no reviews from other users about the products.
- About commerce
 - The source of vehicles is not diverse.
 - The majority of vehicles are cars with a high deposit ranging from 50 million VND or more, a challenging economic burden for some individuals who are not well-off.

3.2 MIOTO

- Website:



- App



Feature: MIOTO creates an interactive environment between renter and lessors, with controlled and transparent information. The MIOTO system expands throughout the country, offering a wide range of vehicles and attentive service to provide a great user experience.

Strengths:

- MIOTO operates on both the websites and app platforms.
- User-friendly interface with various features, including rental with a driver at a lower taxi rate or for self-driving.
- Owners can also register their vehicles for rent on the system.
- Clear description of the rental process, with risk insurance and transparent contracts.
- Owner feedback and reviews help users make informed decisions.
- An extensive and reputable system throughout Việt Nam.

Weaknesses:

- Currently it supports only Vietnamese language.
- MIOTO should expand to include other types of vehicles, such as motorcycles or bicycles.
- Specific rental locations are vague, leading to issues with traffic or scheduling delays.

4. Business Opportunity

- Many people who want to use personal transportation for income need a reliable trading platform.
- Many small rental businesses desire to create a connection with potential users through the internet.
- The Covid-19 pandemic has had a significant impact on the global tourism industry. Since the outbreak, many countries have implemented social distancing measures, including Vietnam. According to the World Tourism Organization (UNWTO), in 2020, the number of international tourist arrivals decreased significantly by around 1 billion compared to 2019. However, with the rollout of vaccines and the easing of restrictions, many countries are starting to show signs of recovery in the tourism industry. Tourist destinations are reopening, and the number of tourists is increasing. Many countries are implementing promotional programs to attract tourists, and tourism businesses are gradually recovering after a difficult period.

In Vietnam, tourism is currently thriving, with recent statistics showing that there were up to 1.5 million international tourists in the first 8 months of 2022, according to the website of the Ministry of Culture, Sports, and Tourism. Vietnam has become a popular destination for many

international travelers. However, websites and car rental apps have yet to fully meet the high demand from renters, especially those from overseas.

5. Software Product Vision

- For customers all over the country, not just in tourist areas, who need to rent transportation, they can use the website to serve their individual purposes.
- Addition of online payment gateway, deposit half of the rental cost between the renter and the lessor.
- There is a mobile app with a visually appealing and user-friendly interface that helps users easily access and use its features.
- To become one of the reputable and trusted brands, achieving sustainable and effective development while sharing benefits to bring good things to our customers.
- In the next 2 to 3 years, we will expand our tourism destinations abroad, and update both our website and mobile app to support two main languages: Vietnamese and English.

6. Project Scope & Limitations

6.1 Major Features

Feature	Module	Priority
FE-01: Users can register, login, view personal information and details of vehicles. Users can also use the feature to change passwords or recover forgotten password.	Authenticator	High
FE-02: Users can view or update personal information.	Manage Profile	Low
FE-03: Users can create or view feedback on service quality or vehicle rental quality.	Manage Feedback	Medium
FE-04: Users can view, create, edit or manipulate rental orders.	Manage Booking	High
FE-05: Users can create, view, edit, delete or manipulate rental posts.	Manage Post	High
FE-06: Users can open, view, or lock accounts on the system.	Manage Account	Medium
FE-07: Users can create or view reviews on vehicle rental service quality.	Manage Review	Medium
FE-08: The website contains basic features that other websites also have.	Common	High

6.2 Limitations & Exclusions

LI	Description
1	There is no chat system between users yet.
2	There is no online transaction gateway available for users yet.
3	The program is just a platform to create conditions for car owners and customers to interact with each other. Therefore, there will be no specific laws regarding vehicle rental contracts. Vehicle rental contracts must be based on the law and the agreement of both parties.
4	There is currently no mobile app available
5	Not compatible with GPS devices
6	Limitations language



CAPSTONE PROJECT REPORT

Report 2 – Project Management Plan

– Hanoi, August 2019 –

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I. Record of Changes

*A - Added M - Modified D - Deleted

II. Project Management Plan

1. Overview

1.1 Scope & Estimation

#	WBS Item	Complexity	Est. Effort (man-days)
1	Common		58
	Home Page	Simple	5
	User Register	Simple	5
	User Login	Simple	3
	Forgot Password	Simple	5
	Change Password	Simple	5
	User Authorization	Complex	15
	User Profile	Medium	10
	Edit Profile	Medium	10
2	Admin		50
	Account List	Simple	4
	Account Details	Medium	10
	Account Processing	Simple	6
	Post List	Simple	5
	Post Details	Complex	15
	Post Processing	Medium	10
3	Rental		96
	Booking List	Simple	5
	Booking Details	Medium	10
	Booking Processing	Complex	15
	Update Booking	Medium	12
	Add Post	Complex	15
	Update Post	Complex	15
	Post List	Simple	5
	Post Details	Complex	15

#	WBS Item	Complexity	Est. Effort (man-days)
	Delete Post	Simple	4
4	Customer		86
	Add Booking	Complex	15
	Cancel Booking	Medium	10
	Booking Details	Medium	10
	Post list	Simple	5
	Post details	Medium	10
	Feedback List	Simple	4
	Feedback Details	Simple	4
	Add Feedback	Medium	10
	Add Review	Medium	10
	Review List	Simple	4
	Review Details	Simple	4
Total Estimated Effort (man-days)			290

1.2 Project Objectives

Timeless: The project must be finished before April 20, 2023

Allocated Effort (man-days): 290

#	Testing Stage	Test Coverage	No. of Defects	% of Defect
1	Reviewing	100	150	Technical leader reviews code of members before merging
2	Unit Test	90	90	Developer creates and tests
3	Integration Test	70	30	Tester creates and tests
4	System Test	90	100	Tester creates and tests
5	Acceptance Test	100	5	Customer verifies system

1.3 Project Risks

#	Risk Description	Impact	Possibility	Response Plans
1	We have limited knowledge and experience in doing assignments.	High	Medium	The members of the team, under the guidance of the project instructor, participate in self-study to research and seek knowledge to complete the project. Additionally, we ask and reference experiences from teams who have previously completed projects.
2	The scope of requested tasks may increase.	Medium	Medium	We will analyze, research and increase our knowledge of the requirements for the project to handle those tasks
3	The system may not be able to meet some user needs	High	Medium	We need to listen to user feedback, then work as a team, analyze opinions and adjust operations to meet those needs.
4	Conflicts between team members	Low	Low	Sit down with team members, analyse and find ways to unite team members

2. Management Approach

2.1 Project Process

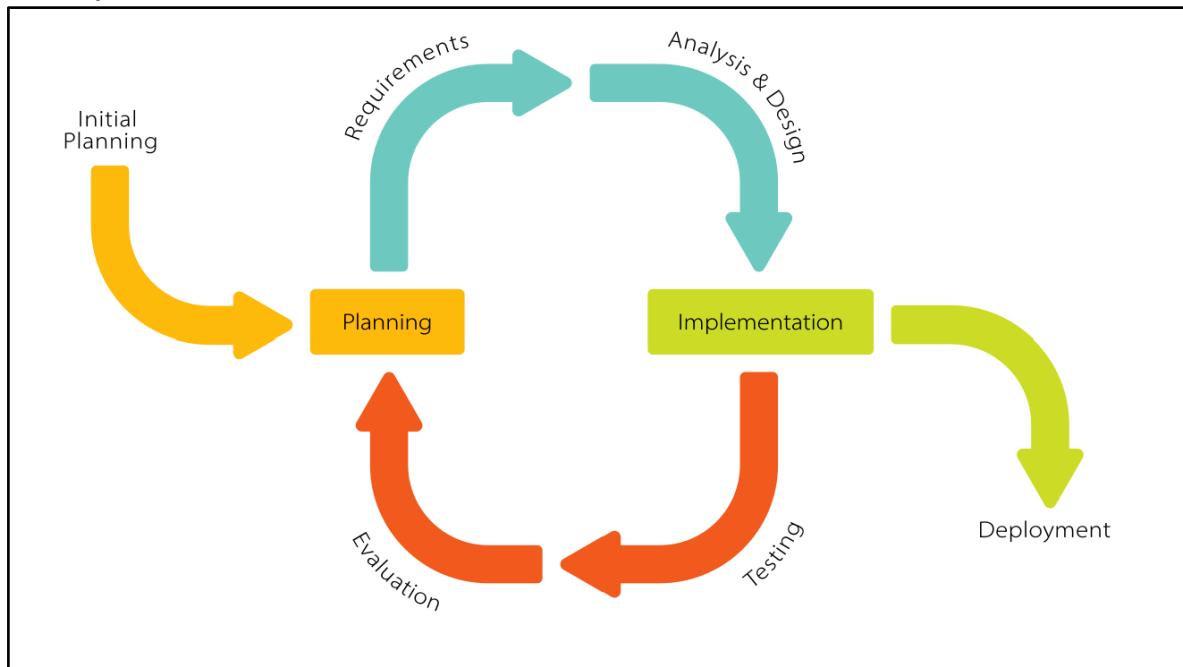


Figure 2.1.1: Iterative and Incremental Software Process Model

The Iterative and Incremental Software Process Model is employed in this project. Different system components in this approach are built at varying times or rates, integrated based on their completion, and teams intend to go back and modify and improve system components. The team will respond

rapidly to changes as their product develops, even though some additional elements will be incorporated later in the software development process.

Using this software process model, we break down the task of constructing the system into smaller tasks, allowing us to take advantage of the lessons learnt during the creation of previous system components. When problems are discovered, the iterative approach makes more sense than other models. While the project is still under development, the team is informed of the issues, and solutions will be discovered. Additionally, this approach benefits greatly from the following features:

- Some important skills can be acquired early on and fast.
- Easier in testing and debugging.
- More changeable, less expensive, and more versatile.
- Risk is easily managed because it is dealt with during its iteration.
- Parallel iterations are possible. While the current iteration is being tested, the design team begins the following one.

2.2 Quality Management

2.2.1 Document

- Reviewing the document must be carefully guaranteed and evaluated by the leader of each role for quality assurance.
- The document's team must follow the template of seniors and university.
- The report should be accomplished with the same format such as: font, size, alignment...

2.2.2 Coding

- Using Node.js coding standards for best coding practice.
- Code reviewing by members and performs UT test after finishing a feature
- Following the comments of reviewers are still important for verifying the intent of the code.

2.2.3 Testing

- Integration testing and System testing after implementing main functions.
- Test cases are created based on the reality screen that appears, not coding.
- Testing's team runs test cases and finds issues that must log in Excel files to fix, and do not keep out of sight to get high points of coding.

2.3 Training Plan

Training Area	Participants	When, Duration	Waiver Criteria
Angular	QuangNBD, HoangLV	05/01/2023	Mandatory
Git, Github	All member	05/01/2023	Mandatory

Training Area	Participants	When, Duration	Waiver Criteria
Java/SpringBoot, Hibernate	HoanNV, TungLM	05/01/2023	Mandatory

3. Project Deliverables

#	Deliverable	Due Date	Notes
1	Project Start	04/01/2023	
	Initial	04/01/2023	Prepare Project Ideas/Intro Delivery Report 1 (v0.9)
	Planning	05/01/2023	Prepare Project plan Delivery Report 2: Project Plan (v0.9) Create technical prototype Technical Training/study
2	Analyzing	30/01/2023	Write SRS Update Report 1 + Report 2 Deliver Report 1 (v1.0) Deliver Report 2 (v1.0) Delivery report 3: SRS (v 0.9)
3	Designing	30/01/2023	Create Design Document (Report 4 - SDD - v0.9) Create testing plan Create Development Environment Delivery report 4: SDD (v0.9)
4	Implementation	06/02/2023	
	Iteration 1	06/02/2023	Update SRS, SDD (Iteration 1)

#	Deliverable	Due Date	Notes
			Create test cases (Iteration 1) Code, UT, IT for Iteration 1 Deploy SW package 1
	Iteration 2	20/02/2023	Update SRS, SDD (Iteration 2) Create test cases (Iteration 2) Execute ST & fix bug (Iteration 1) Code, UT, IT for Iteration 2 Deploy SW package 2
	Iteration 3	06/03/2023	Update SRS, SDD (Iteration 3) Delivery Report 4 (final version) Create test cases (Iteration 3) Execute ST & fix bug (Iteration 2) Code, UT, IT for Iteration 3 Deploy SW package 3
5	Verification (Full system testing)	20/03/2023	Execute full ST & fix bugs Prepare User manual - Report 6 (v0.9) Delivery report 5: Software Test Document (STD) Deploy beta code package
6	Transition	27/03/2023	Delivery report 6: Software User Guides (v1.0) Delivery report 7 (Final Project report) Prepare presentation Software optimise, deploy final code
7	Closing	17/04/2023	Practice presentation

4. Responsibility Assignments

D~Do; R~Review; S~Support; I~Informed; <blank>- Omitted

Responsibility	HoanNVH E141765	HoangLVH E141301	QuangNB DHE14112 8	TungLMH E140749
Project Planning & Tracking	D	I	I	I
Prepare Project Introduction Document	D	D	D	I
Prepare SRS Document (Overview Part)	D	D	S	S
Prepare SRS Document (User Requirements)	D	D	S	S
Design mockup frontend	D	R	R	D
Frontend development	S	S	D	I
Backend development	S	I	S	D
Test	R	D	I	I
Slide presentation	D	S	D	S

5. Project Communications

Communication Item	Who/ Target	Purpose	When, Frequency	Type, Tool, Method(s)
Weekly team meeting(internal)	Team members only	Check the progress of each assigned team member in advance, assign, arrange work plans for the coming days.	Every Tuesday at 3:00pm Every Saturday at 20:00 pm	Online meeting (Facebook, Google meet)
Weekly team meetings(scheduled)	Groups and Supervisor	Report the work done during the week to the Supervisor, record the defects in the work done, the instructions.	Every Wednesday at 9:00pm	Online meeting (Google meet, Zalo)

Communication Item	Who/ Target	Purpose	When, Frequency	Type, Tool, Method(s)
Daily exchange	Team members only	In the process of working with difficulties, members exchange with each other, ask members, Supervisor to find solutions	Daily	Offline, Online (Facebook, Zalo, Google meet, Gmail)

6. Configuration Management

6.1 Document Management

- Document tools: Microsoft Office 365, Google Docs/Sheets/Slides
- File management: Google Drive

6.2 Source Code Management

Using **Git**, **Git Lab** is a place to store and manage source code. Git is divided into branches including Master, develop and members' branches.

6.3 Tools & Infrastructures

Category	Tools / Infrastructure
Technology	Angular (FrontEnd), Java/SpringBoot (BackEnd)
Database	My SQL
IDEs/Editors	Webstorm, IntelliJ, Dbeaver
Diagramming	DrawIO
Documentation	Ms Office, Google Docs/Sheets/Slides
Version Control	GitLab (Source Codes), Google Drive (Documents)
Deployment server	Local
Project management	GitLab (Tasks, Defects)



CAPSTONE PROJECT REPORT

Report 3 – Software Requirement Specification

– Hanoi, February 2023 –

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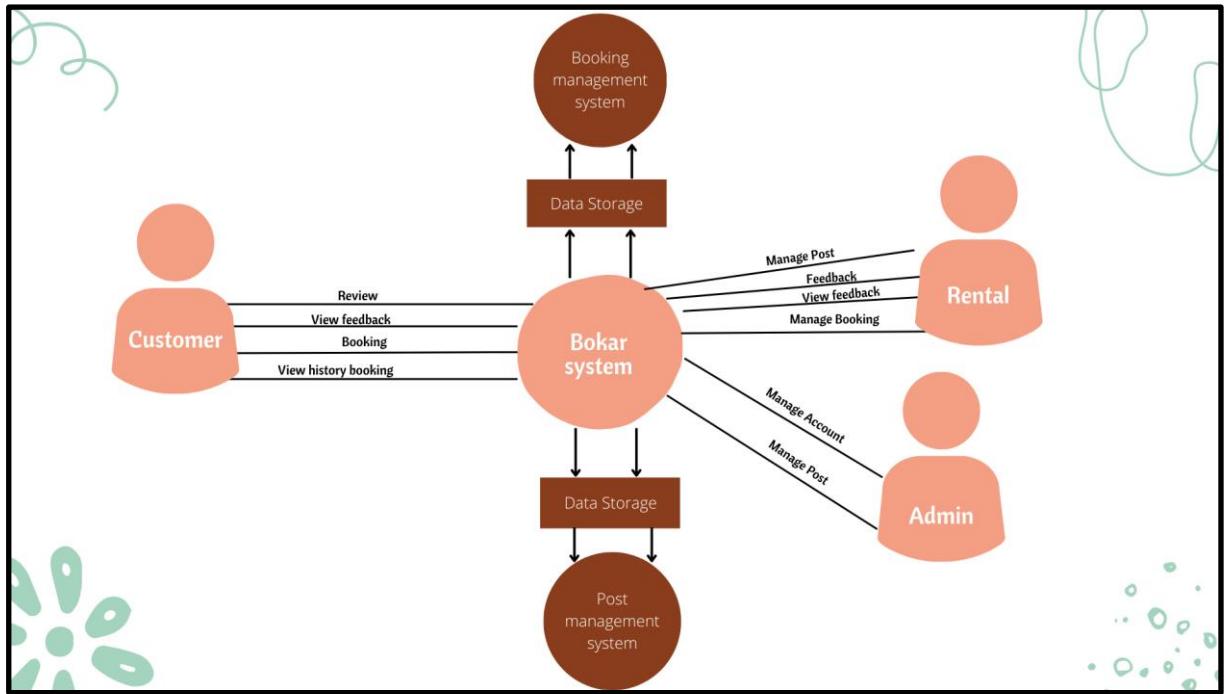
I. Record of Changes

*A - Added M - Modified D - Deleted

II. Software Requirement Specification

1. Product Overview

The Vehicle Rental System is a system that allows users to book and register rental cars. The context diagram below illustrates the external entities and system interfaces for version 1.0. The system is expected to be developed through several releases, connecting car rental businesses with customers in neighbourhoods, tourist areas, and contributing to the development of a smart city in the future.



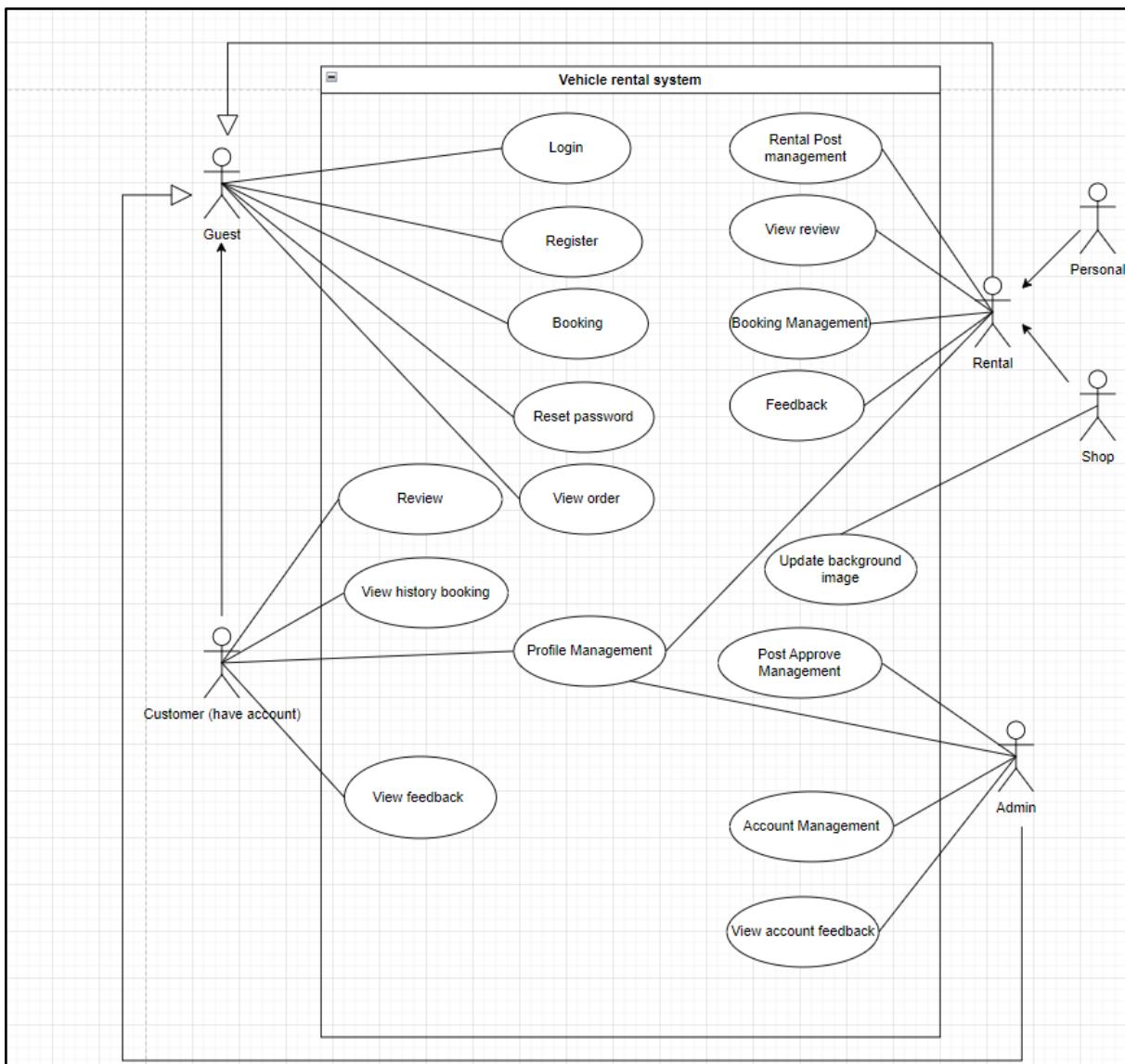
2. User Requirements

2.1 Actors

#	Actor	Description
1	Administrator	Admin manage all of the accounts in the system, approve or unapprove request post from rental.
2	Customer	Customer booking and review about quality service of rental.
3	Rental	Rentals manage their own post and manage request booking from customers.

2.2 Use Cases

2.2.1 Diagram(s)



2.2.2 Descriptions

ID	Use Case	Actors	Use Case Description
1	Manage Account	Admin	Allows users to manage and view a list of accounts on the system.
2	Search Account	Admin	Search account in VRS system
3	Update Cover Image	Rental	Update image background for rental belong to (shop)
4	Ban/Unban Account	Admin	Ban, unban account in VRS system
5	View Account Details	Admin	View information of account
6	Login	All Users	Login VRS system
7	Logout	All Users	Logout VRS system
8	Register	Rental, Customer	Register VRS system
9	Reset password	All Users	Reset password, send account by email to login system

ID	Use Case	Actors	Use Case Description
10	Change password	All Users	Change password in VRS system
11	Approve/Unapprove/Handing/Ending request booking	Rental	Processing customer's pre-order request
12	Manage booking waiting list	Rental	Viewing the list of pending car rental reservations awaiting confirmation.
13	Search booking request with code	Customer	Searching for the car rental reservation with the booking code provided by the system.
14	Search booking request	Rental	Searching for the car rental reservation of the customer.
15	View map	Customer	Viewing the map of the car delivery and pick-up locations.
16	Manage booking list	Rental	Viewing all of the car rental reservations of the customer.
17	Send email	Rental	Sending the booking code to the customer via email.
18	Add booking request	Customer	Making a reservation for the rental vehicle.
19	Update booking detail	Rental	Update the details of a customer's booking.
20	View history booking	Customer	Display the history of bookings that a customer has made on the system.
21	Cancel booking	Customer	Cancel booking vehicle.
22	Search booking	Customer	Find vehicle order in booking history
23	View booking detail	Customer	View detail vehicle order
24	Calculate price	Customer	Automatically calculating the total rental cost for the customer.
25	Search Post By Popular City	Customer	The screen displays major cities, and the user selects a city to display the available cars in that city.
26	Home Page	Customer	Screen home (landing page) when on page
27	Calculate Point	Rental, Customer	Calculating the user's credibility level on the system.
28	View Guide	Customer	Screen show hint to booking vehicle
29	Paging List	All User	Paging list in VRS system
30	Add Feedback	Rental, Customer	Submitting feedback to the system regarding the level of violation of the other party involved.
31	View Feedback	All User	View feedback details
32	Add post	Rental	Add a new post for vehicle booking
33	Approve/Unapprove post	Admin	Approve or unApprove a post based on criterias of VRS system
34	View post detail	Customer	View detail a post booking car
35	View post detail	Admin, Rental	View detail a post from list of post
36	Search post	Admin	Search posts from list post of admin
37	Search post	Rental	Search posts from list post of rental
38	Update post	Rental	Update information of a post

ID	Use Case	Actors	Use Case Description
39	Search advanced option	Customer	Searching for cars based on the selected options (performing an advanced search).
40	Search main option	Customer	Searching for cars based on the selected options (performing a search using the main options from the home screen).
41	Manage post	Rental	The screen allows users to manage and view a list of their vehicle rental listings.
42	Manage post waiting list	Admin	The screen allows the admin to manage and view the pending vehicle posts of the rental.
43	View post list	Customer	View the list of rental vehicle posts to make a reservation.
44	Delete post	Rental	Delete a rental vehicle post.
45	View store	Customer	The screen displays the posts belonging to a store.
46	Manage profile	All User	The screen allows users to view and manage their accounts.
47	Update profile	All User	The screen allows users to edit their personal information.
48	View Review	All User	The section displays user reviews about the corresponding services of the rental.
49	Add Review	Customer	The function allows customers to rate and provide feedback on their service experience.

3. Functional Requirements

3.1 System Functional Overview

3.1.1 Screens Flow

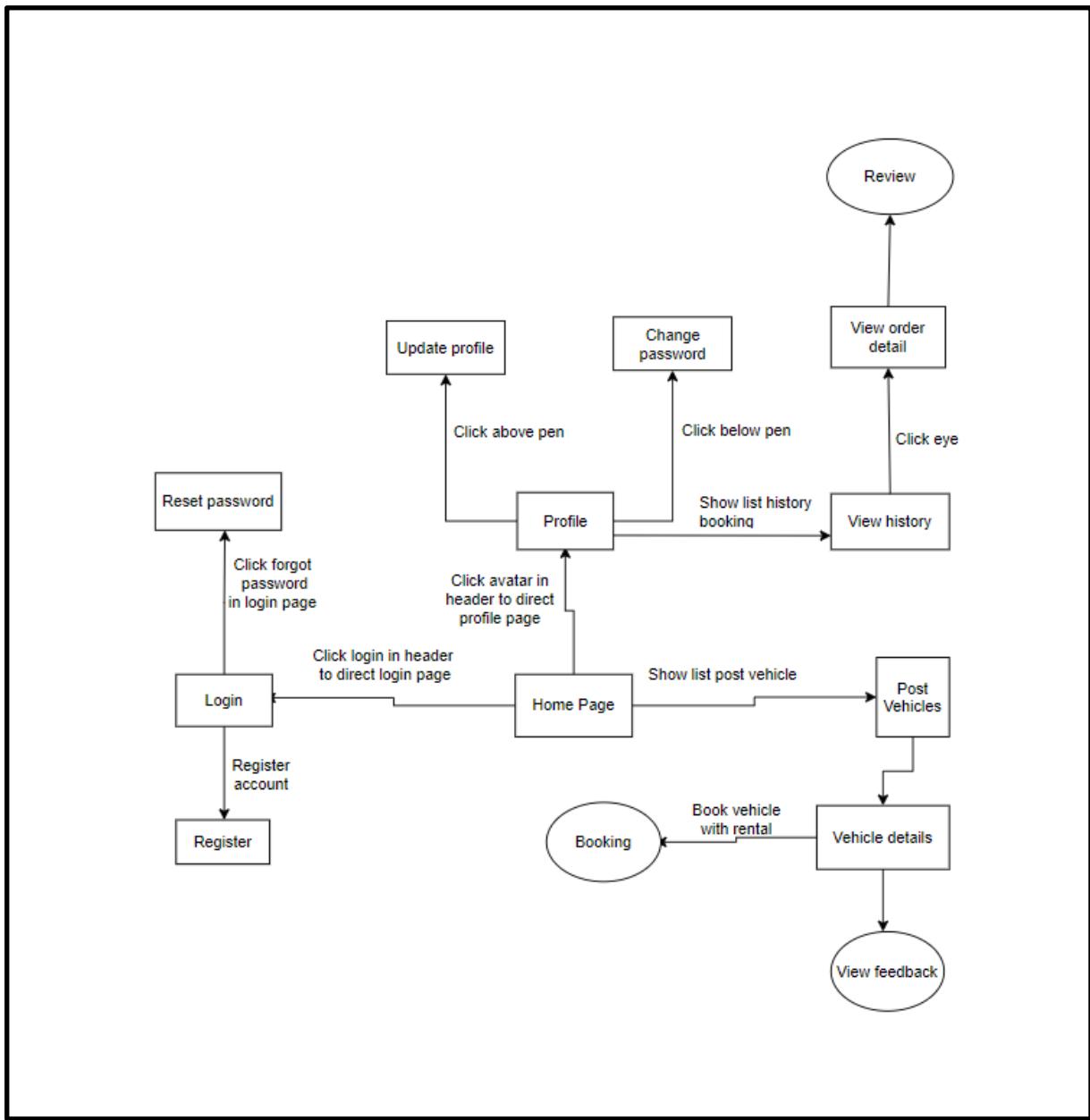


Figure 3.1.1.1 : Customer(login)

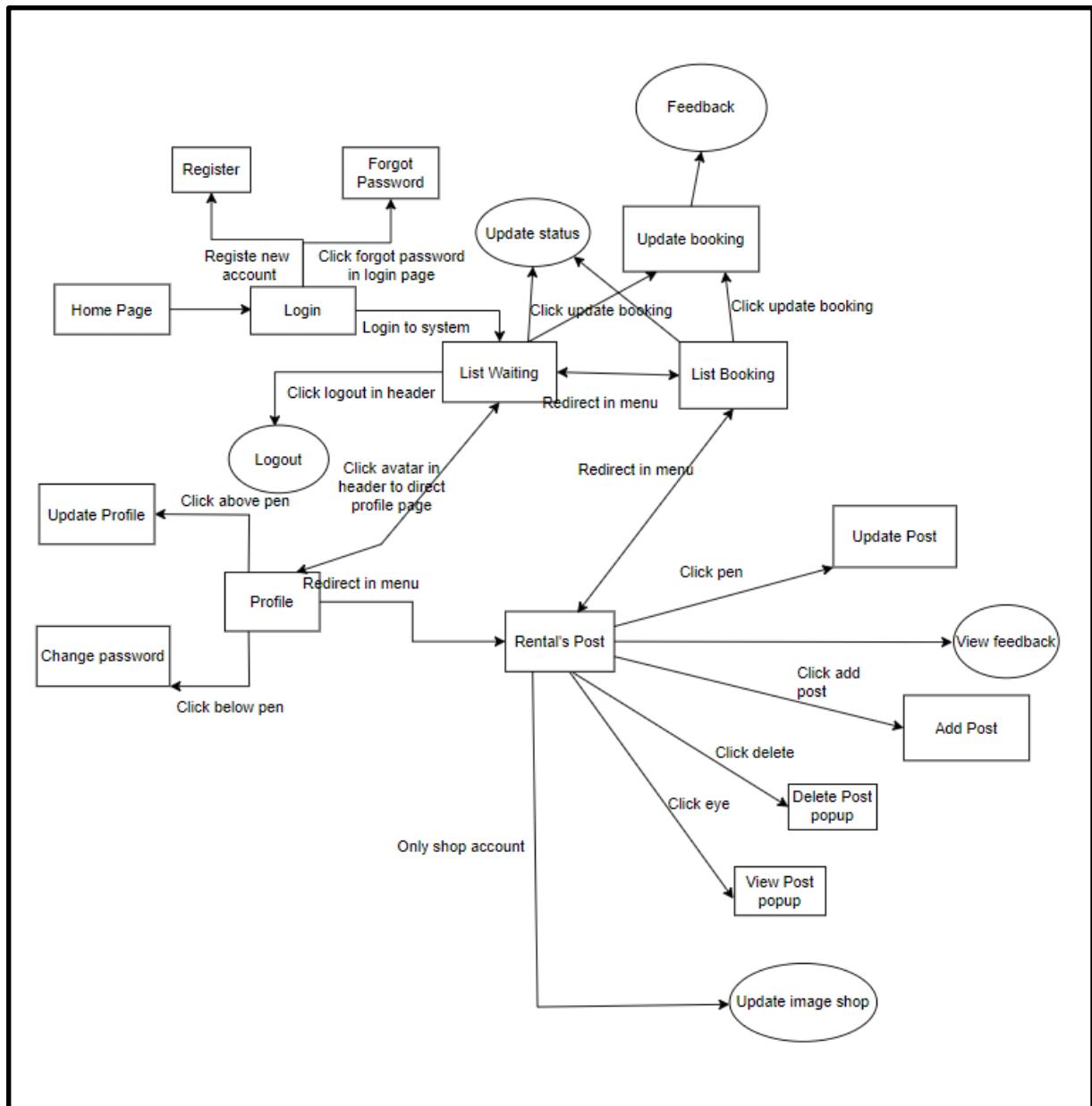


Figure 3.1.1.2 : Rental

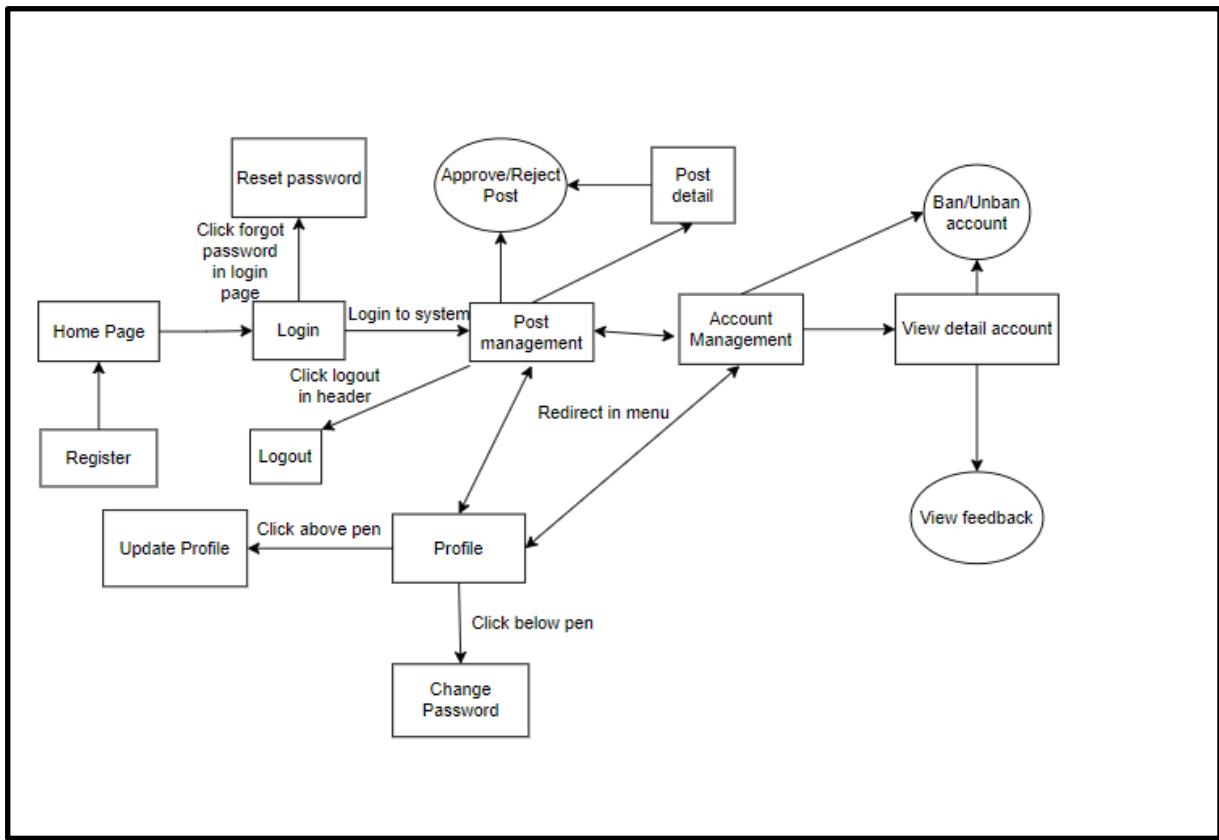


Figure 3.1.1.3 : Admin

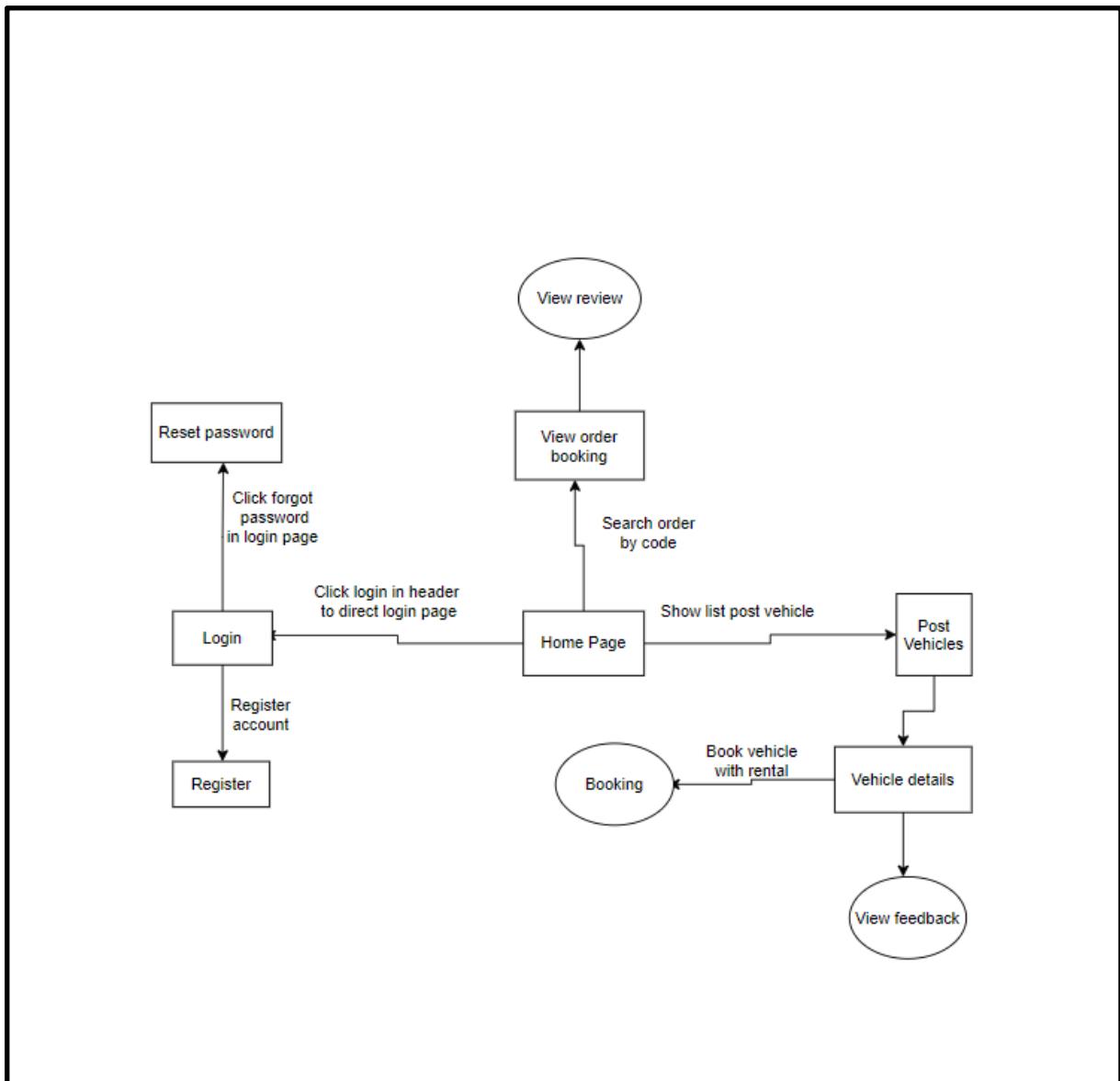


Figure 3.1.1.4 : Customer(not login)

3.1.2 Screen Descriptions

#	Feature	Screen	Description
1	Account Management	Manage Account	Allows users to manage and view a list of accounts on the system.
2		Search Account	Search account in VRS system
3		Update Cover Image	Update image background for rental belong to (shop)
4		Ban/Unban Account	Ban, unban account in VRS system
5		View Account Details	View information of account
6	Authentication	Login	Login VRS system
7		Logout	Logout VRS system
8		Register	Register VRS system
9		Reset password	Reset password, send account by email to login system

#	Feature	Screen	Description
10		Change password	Change password in VRS system
11	Booking Management	Approve/Unapprove/Handing/Ending request booking	Processing customer's pre-order request
12		Manage booking waiting list	Viewing the list of pending car rental reservations awaiting confirmation.
13		Search booking request with code	Searching for the car rental reservation with the booking code provided by the system.
14		Search booking request	Searching for the car rental reservation of the customer.
15		View map	Viewing the map of the car delivery and pick-up locations.
16		Manage booking list	Viewing all of the car rental reservations of the customer.
17		Send email	Sending the booking code to the customer via email.
18		Add booking request	Making a reservation for the rental vehicle.
19		Update booking detail	Update the details of a customer's booking.
20		View history booking	Display the history of bookings that a customer has made on the system.
21		Cancel booking	Cancel booking vehicle.
22		Search booking	Find vehicle order in booking history
23		View booking detail	View detail vehicle order
24		Calculate price	Automatically calculating the total rental cost for the customer.
25	Common	Search Post By Popular City	The screen displays major cities, and the user selects a city to display the available cars in that city.
26		Home Page	Screen home (landing page) when on page
27		Calculate Point	Calculating the user's credibility level on the system.
28		View Guide	Screen show hint to booking vehicle
29		Paging List	Paging list in VRS system
30	Feedback Management	Add Feedback	Submitting feedback to the system regarding the level of violation of the other party involved.
31		View Feedback	View feedback details
32		Update Feedback	Update content of feedback after feedback before
33	Post Management	Add post	Add a new post for vehicle booking
34		Approve/Unapprove post	Approve or unApprove a post based on criterias of VRS system
35		View post detail	View detail a post booking car
36		View post detail	View detail a post from list of post
37		Search post	Search posts from list post of admin
38		Search post	Search posts from list post of rental
39		Update post	Update information of a post

#	Feature	Screen	Description
40		Search advanced option	Searching for cars based on the selected options (performing an advanced search).
41		Search main option	Searching for cars based on the selected options (performing a search using the main options from the home screen).
42		Manage post	The screen allows users to manage and view a list of their vehicle rental listings.
43		Manage post waiting list	The screen allows the admin to manage and view the pending vehicle posts of the rental.
44		View post list	View the list of rental vehicle posts to make a reservation.
45		Delete post	Delete a rental vehicle post.
46		View store	The screen displays the posts belonging to a store.
47	Profile Management	Manage profile	The screen allows users to view and manage their accounts.
48		Update profile	The screen allows users to edit their personal information.
49	Review Management	View Review	The section displays user reviews about the corresponding services of the rental.
50		Add Review	The function allows customers to rate and provide feedback on their service experience.
51		Update review	The function allows customers update rate and content after having review

3.1.3 Screen Authorization

#	Screen	Admin	Rental	Customer
1	Manage Account	X		
2	Search Account	X		
3	Update Cover Image		X	
4	Ban/Unban Account	X		
5	View Account Details	X		
6	Login	X	X	X
7	Logout	X	X	X
8	Register		X	X
9	Reset password	X	X	X
10	Change password	X	X	X
11	Approve/Unapprove/Handing/Ending request booking		X	
12	Manage booking waiting list		X	

#	Screen	Admin	Rental	Customer
13	Search booking request with code			X
14	Search booking request		X	
15	View map			X
16	Manage booking list		X	
17	Send email		X	
18	Add booking request			X
19	Update booking detail		X	
20	View history booking			X
21	Cancel booking			X
22	Search booking			X
23	View booking detail			X
24	Calculate price			X
25	Search Post By Popular City			X
26	Home Page			X
27	Calculate Point		X	X
28	View Guide			X
29	Paging List	X	X	X
30	Add Feedback		X	X
31	View Feedback	X	X	X
32	Add post		X	
33	Approve/Unapprove post	X		
34	View post detail (from home)			X
35	View post detail	X	X	
36	Search post(admin)	X		
37	Search post(rental)		X	
38	Update post		X	
39	Search advanced option			X
40	Search main option			X
41	Manage post		X	
42	Manage post waiting list	X		
43	View post list			X
44	Delete post		X	
45	View store			X
46	Manage profile	X	X	X
47	Update profile	X	X	X
48	View Review	X	X	X
49	Add Review			X
50	Update Review			X
51	Update Feedback			X

3.1.4 Non-Screen Functions

#	Feature	System Function	Description
1	Authorization	User Authorization	<p>Show/hide system menu (main, sider) following the role permissions</p> <p>Check the case when user enter URL directly in the Address box of the browser:</p> <ul style="list-style-type: none"> - In case the user has not logged-in yet or the log-in session has expired, User Login page would be shown to authenticate user before coming back to the entered URL - If the logged in user has no right the the relevant page, the error page would be shown
2	Send booking code via email	Automatically send a booking code via email when the user successfully books a ride	When users register for a ride booking on the system, upon successful reservation, the system will send a notification email including the booking code to the user
3	Display posts on the customer's vehicle selection screen	The system automatically hides vehicles that have already been booked for the day	When a vehicle has been booked for a period of time, the system will automatically hide that listing from individual renter accounts. However, the listing will still be visible to rental stores with a note indicating that the car has been booked, for users to consider
4	Reset password sending a random password via email	Automatically send an email when the user performs the forgot password function	When the user enters a valid account name and email for password reset, after confirming, the system will automatically send an email with random characters for the user to log in to the system.

3.1.5 Entity Relationship Diagram

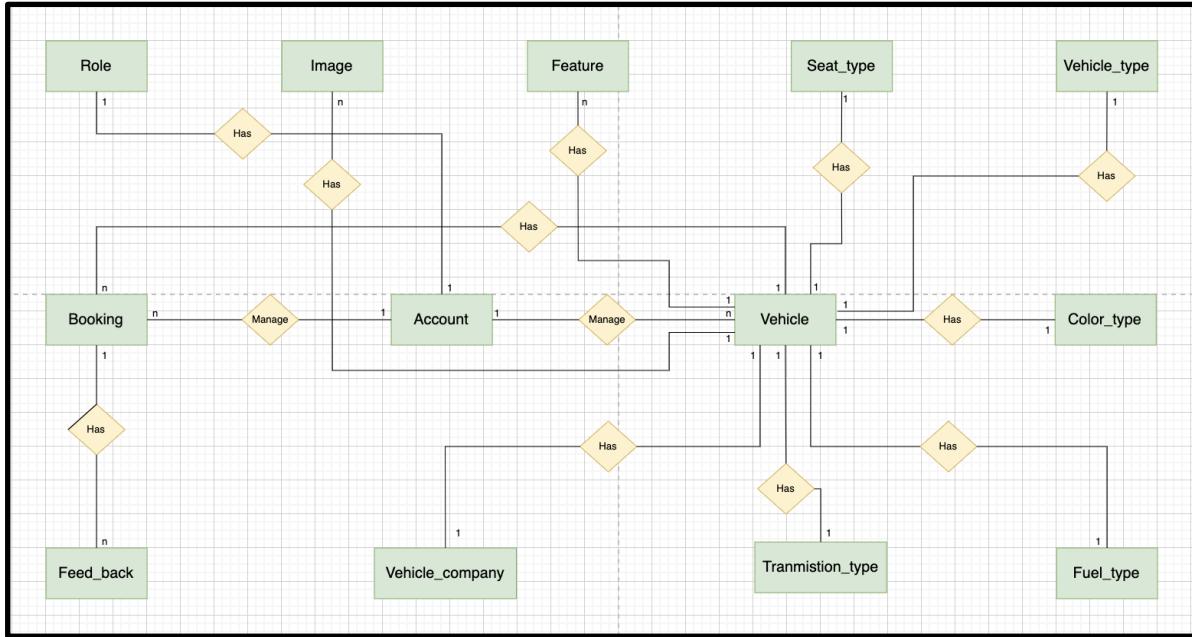


Figure 3.1.5.1 Rental

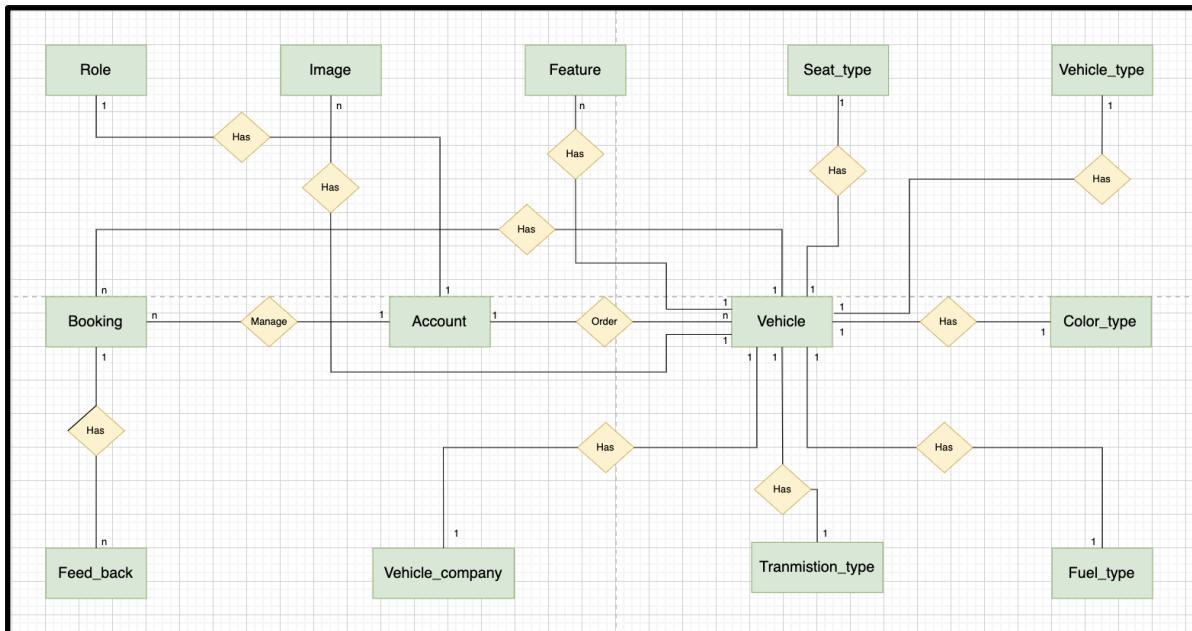


Figure 3.1.5.2: Customer

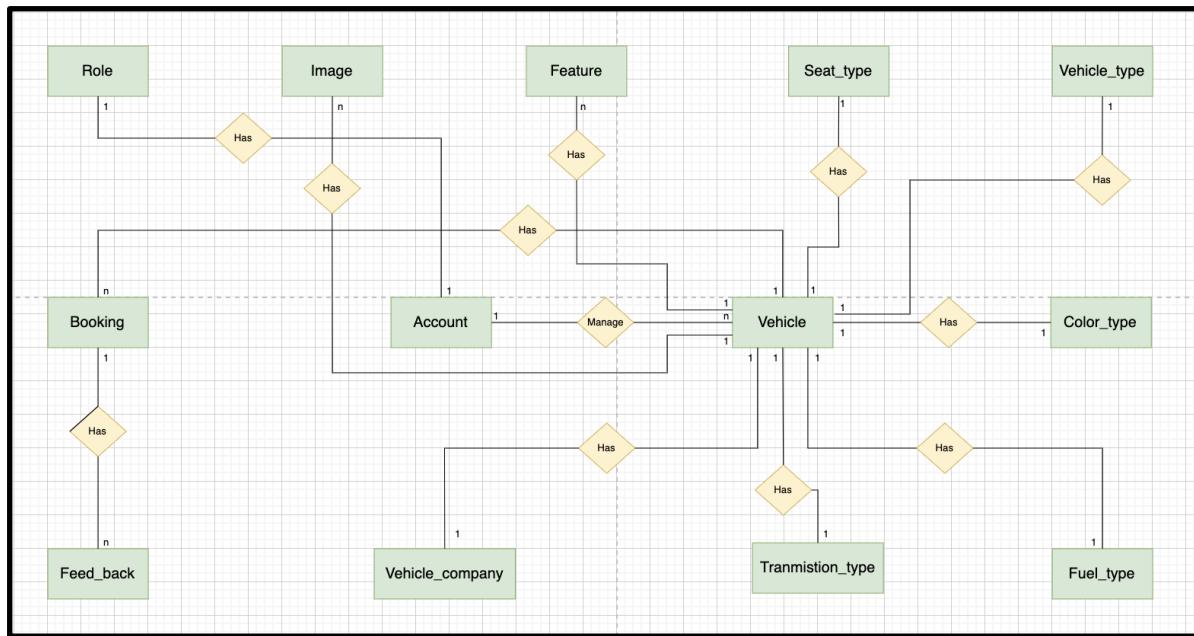


Figure 3.1.5.3: Admin

Entities Description

#	Entity	Description
1	Role	User's role
2	Image	Vehicle's image
3	Feature	Vehicle's feature
4	Seat_type	Number of seats in a vehicle
5	Vehicle_type	Vehicles include cars, motorbikes, bicycles
6	Booking	Customer's vehicle order
7	Account	Account for users to log into the system
8	Vehicle	Rental vehicles on the system
9	Color_type	Vehicle's colour
10	Tranmision_type	Vehicle's transmission
11	Vehicle_company	Vehicle's brand
12	Feed_back	Feedback on the quality of service or usage attitude of the relevant second party
13	Fuul_type	The fuel to make that vehicle operate.

3.2 Common

3.2.1 HomePage

Function trigger: User accesses website

Function description:

- Actor: Customer
- The program allows users to access the homepage of the system and view information about the website.
- The program allows users to view instructions on how to use the car rental service.

- The program allows users to perform tasks.

Screen layout:

The screenshot shows the BOKAR website interface. At the top, there is a search bar with placeholder text "Mã đặt xe" and a magnifying glass icon. Below the search bar is a teal-colored search form with fields for "Địa điểm" (Destination), "Ngày đi" (Departure date), and "Ngày về" (Return date). To the right of the search form is a "Tìm kiếm" (Search) button. The background of the main area is a photograph of a road through a forest. Below the search form, there is a section titled "ĐỊA ĐIỂM THUÊ XE NỔI BẬT" (Popular Renting Locations) featuring three images: Hanoi (Hoan Kiem Lake), Da Nang (Ba Na Hills), and Ho Chi Minh City (Saigon skyline).

HƯỚNG DẪN THUÊ XE				
1	2	3	4	5
Đăng Nhập Đăng nhập vào Bokar qua tài khoản đã đăng ký trên hệ thống.	Tìm xe Bạn có thể tìm xe ưng ý nhanh chóng ở nơi bạn muốn tìm, thời gian, loại xe, hàng xe, và các lựa chọn khác để tìm xe.	Đặt xe Lựa chọn chiếc xe mà bạn ưng ý và gửi yêu cầu đặt xe. Sau đó chủ xe sẽ nhanh chóng phản hồi đến bạn trong thời gian nhanh nhất để xác nhận tình trạng đặt xe và xác nhận lại thông tin đặt xe với bạn một lần nữa.	Nhận xe Bạn và chủ xe liên hệ gặp nhau để nhận xe khi đã hoàn tất các giấy tờ cần thiết để đặt xe. Cần cước công dân, GPLX cho xe máy và oto, kí xác nhận biển bão giao xe, nhận chìa khóa và bắt đầu hành trình của bạn.	Trả xe Sau khi hết thời gian thuê, bạn hoàn trả xe giống như tình trạng và thỏa thuận ban đầu. Kí xác nhận biển bão giao, nhận lại giấy tờ để hoàn thành chuyến đi tuyệt vời của bạn. Đóng cửa sổ cho điểm đánh giá và nhận xét của bạn đến chủ xe để nâng cao chất lượng phục vụ cho những hành trình sắp tới.

Function details:

- Users click <Tìm kiếm> to start their booking.
- Click on the cities to view listings in that city.
- View instructions for renting a car.

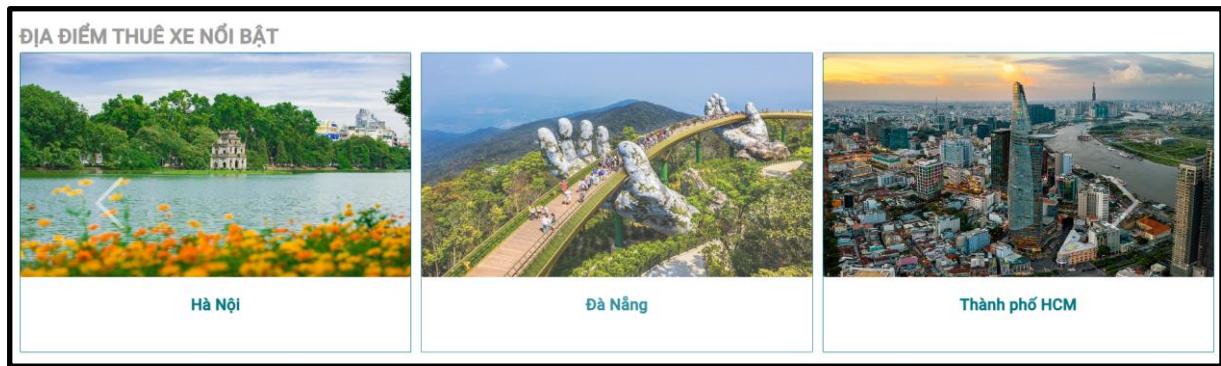
3.2.2 Search Post By Popular City

Function trigger: User accesses website

Function description:

- Actor: Customer
- The program allows users to view popular cities.

Screen layout:



Function details:

- The user views popular cities.
- Click to select a city, the system will display a list of posts belonging to the selected city.

3.2.3 Calculate Point

Function trigger: Customer rates the number of stars and then clicks "Gửi", the rental owner enters the content and then clicks "Đánh giá" so that the program automatically calculates the points of the customer and the rental owner.

Function description:

- Actor: Customer, Rental
- Rental The program automatically calculates the points for the rental owner and the customer.

Function details:

- When initialising an account, the default score for each user is 100 points.
- After the rental owner rates the customer, the points of the customer will be deducted by 3 points.
- After the customer rates the rental owner, the score will be calculated:
 - + Rating 1 star, the rental owner will be deducted 3 points.
 - + Rating 2 stars, the rental owner will be deducted 1 point.
 - + Rating 3 stars, the rental owner will be credited with 1 point.
 - + Rating 4 stars, the rental owner will be credited with 3 points.
 - + Rating 5 stars, the rental owner will be credited with 5 points.

3.2.4 Paging List

Function trigger: Paginate data on the list pages.

Function description:

- Actor: All User
- The program automatically paginates for a list on the system.
- Displays 10 rows or 5 rows per page depending on the list.

Function details:

- The user clicks <<Number>> to select the page number, and the system will display a corresponding list according to the paging formula.
- Người dùng click <<Previous>> để xem các items cũ hơn, click <<Next>> để xem các items mới hơn.
- The user clicks <<Previous>> to view older items, click <<Next>> to view newer items.

3.2.5 View Guide

Function trigger: User accesses website

Function description:

- Actor: Customer
- Chương trình hiển thị nội dung hướng dẫn đặt thuê phương tiện.

Screen layout:



Function details:

- Người dùng thực hiện xem các bước hướng dẫn đặt thuê phương tiện.

3.3 Authentication

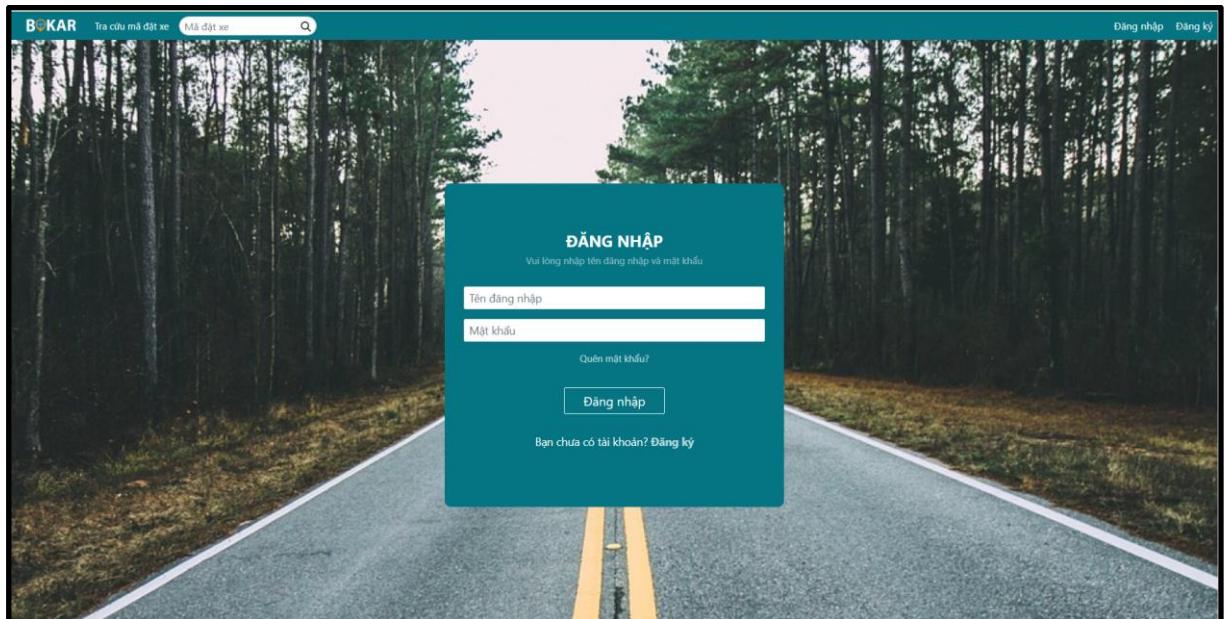
3.3.1 Login

Function trigger: User logs into the website

Function description:

- The user logs into the website to access all available features of the website.
- Actor: All User
- The user logs into the system to use the functions that they are granted access to. For example, Admins are allowed to approve posts, Rentals are allowed to post, and Customers are allowed to rate the rentals.
- The program displays the functions that the user has access to.

Screen layout:



Function details:

- The user enters their username and password, then presses <<Đăng nhập>>. The system checks if the username or password is incorrect, and displays the message "Tên đăng nhập hoặc mật khẩu sai. Vui lòng nhập lại!"

- If the user forgets their password, they can press the <<Quên mật khẩu?>> button to retrieve a new password.
- If the user does not have an account, they can press the <<Đăng ký>> button to create a new account.

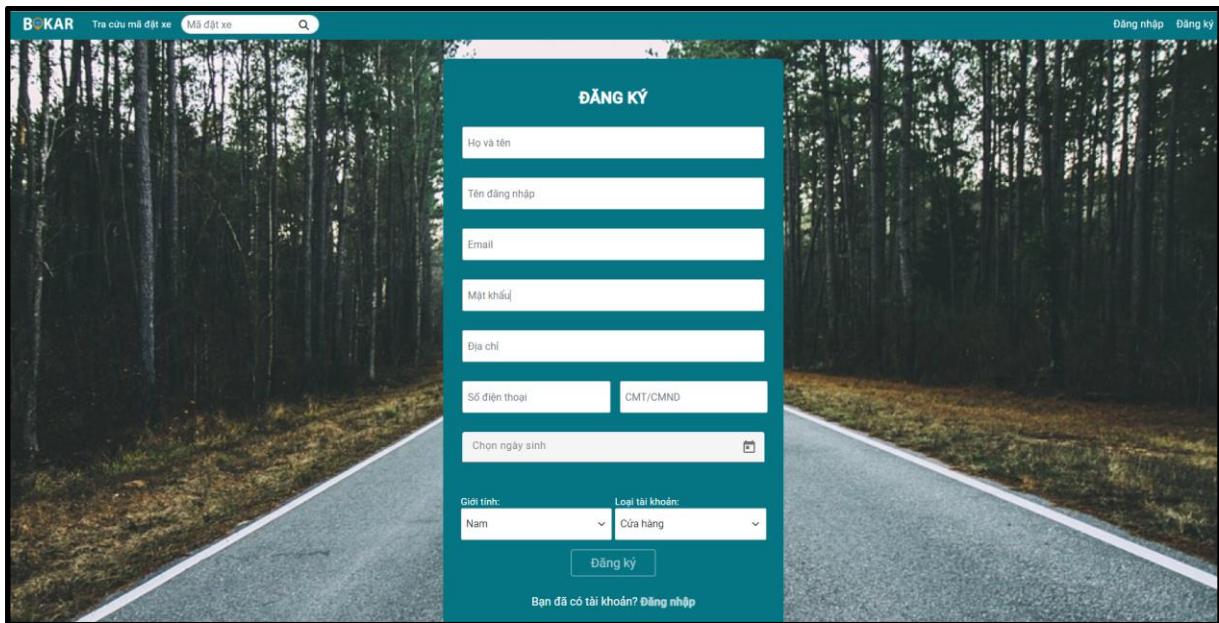
3.3.2 Register

Function trigger: User presses the <<Đăng ký>> button to register an account on the website

Function description:

- Allows users to register for an account in order to log in to the website
- Actor: Customer, Rental
- The program display a form for the user to enter their personal information

Screen layout:



Function details:

- The user enters their personal information including: Full name, Username, Email, password, Address, Phone number,... The system checks the information entered by the user:
 - + The username, ID card/Passport, and email must be unique.
 - + The password must contain at least one uppercase letter, one lowercase letter, one number, one special character, and be at least 8 characters long.
- Then the user presses <<Đăng ký>> to complete the registration process.
- If the condition is not met, the system will display a notification. “Email đã tồn tại!”, “Tên đăng nhập đã tồn tại!” or “CMT/CCCD đã tồn tại!” and toast message is: “Đăng ký thất bại!”
- If the information does not match, the system will display a message “Email đã tồn tại!”, “Tên đăng nhập đã tồn tại!”, or “CMT/CCCD đã tồn tại!” with a toast message “Đăng ký thất bại!”.
- After the user successfully registers, a message “Đăng ký thành công” will be displayed.

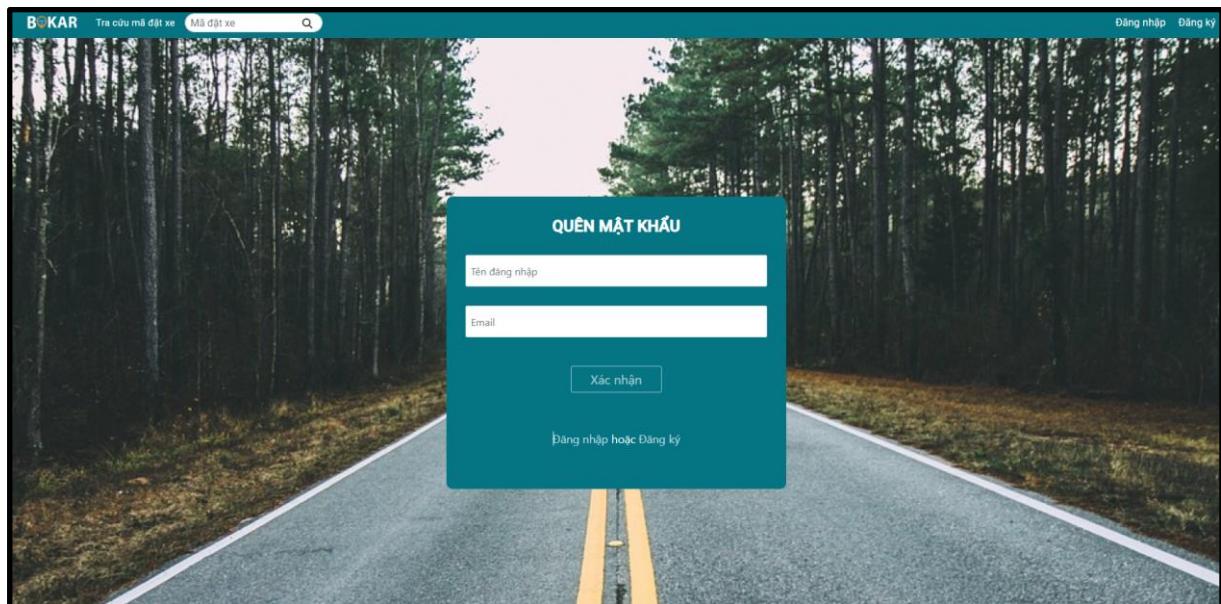
3.3.3 Reset Password

Function trigger: User presses the <<Quên mật khẩu>> button to retrieve a new password for their account

Function description:

- Allows users to retrieve a new password if they forget their password.
- Actor: All user
- The program displays a form for the user to enter their username and email to retrieve a new password.

Screen layout:



Function details:

- The user enters their username and email, and the system checks:
 - + Both the username and email are required fields.
 - + The email is in the correct format.
- Then the user presses <<Xác nhận>> to make sure the username and email exist and are synchronized. If not, the program will display the message "Tên đăng nhập và email không khớp" and a toast message "Gửi yêu cầu thất bại"
- In case of success, the system will display a message using a toast message "Gửi yêu cầu thành công".

3.3.4 Change Password

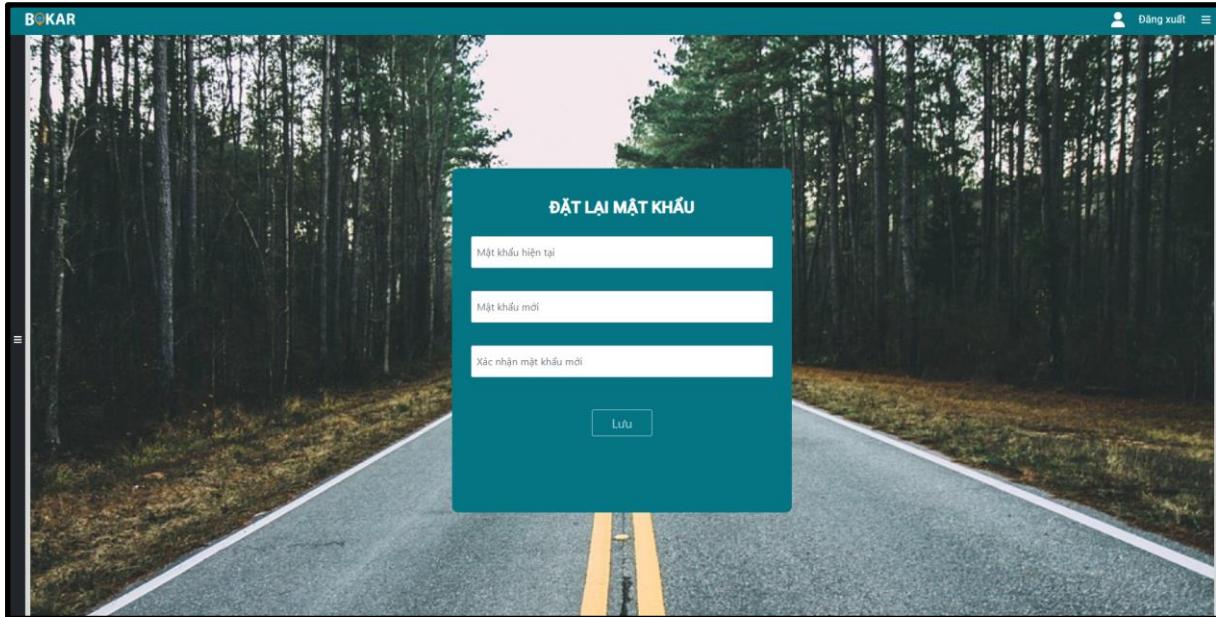
Function trigger: User clicks on <<>> to change a new password for their account.

Function description:

- Allows users to change a new password for their account.

- Actor: All users
- Change a new password for the account if there is an old password.
- The program displays a form to enter information to change a new password.

Screen layout:



Function details:

- After the user enters complete information including Current Password, New Password, Confirm New Password. Password includes:
 - + At least 1 uppercase letter, lowercase letter, number, special character
 - + At least 8 characters
- User clicks <>, the system will check that the current password must match the account in use, the new password and the confirm new password must match each other:
 - + If the old password is incorrect, the system will display "Mật khẩu cũ không đúng" and the toast message is "Đổi mật khẩu thất bại"
 - + If the new password and the Confirm New password do not match, the system will display "Mật khẩu mới không trùng nhau" and the toast message "Đổi mật khẩu thất bại"
 - + If the old password is correct and the new password matches, the system will display "Đổi mật khẩu thành công" via toast message.

3.3.5 Logout

Function trigger: User logs out of the system

Function description:

- Actor: All users

- The program allows users to log out of the system.
- Users who log out of the website will not be able to use any other functions on the website.

Screen layout:



Function details:

- On the website header, users click <<Đăng xuất>> to log out of their account.

3.4 Profile Management

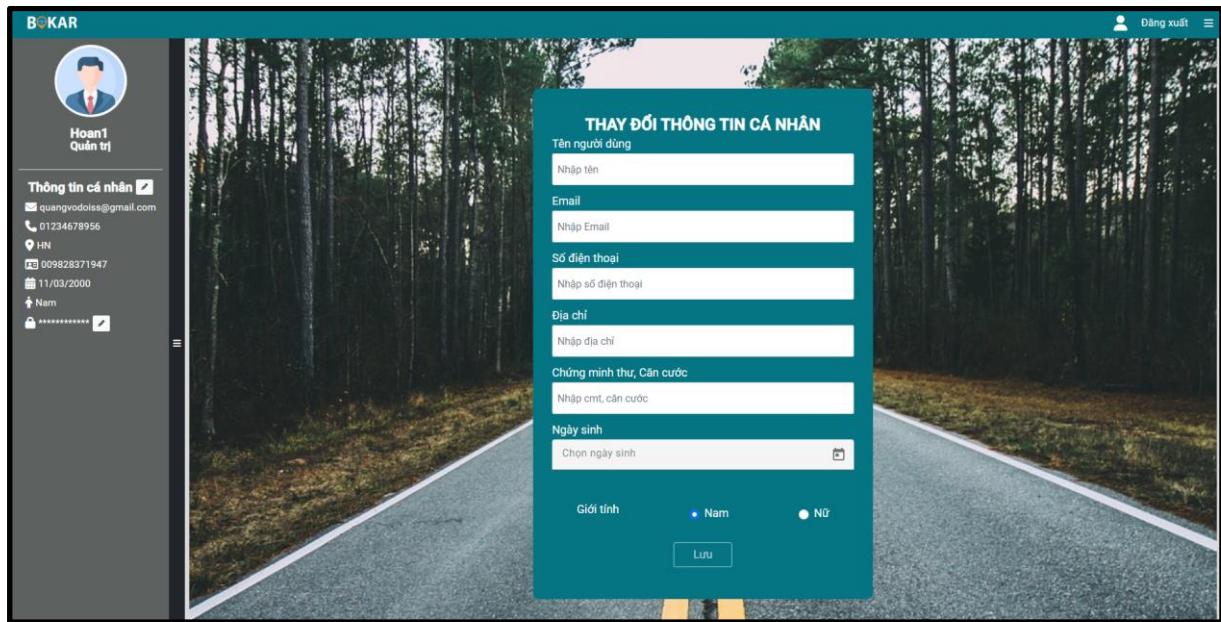
3.4.1 Manage Profile

Function trigger: User clicks on the <<>> icon to view their account details and management.

Function description:

- Allows users to view their account details, edit information or change passwords for their account.
- Actor: All users

Screen layout:



Function details:

- The program displays for users personal information including Account Type (Individual, Store, Customer, Administrator), Name, Email, Phone Number, Address, etc.
- Users can change their personal information or change their password by clicking on <<>>.

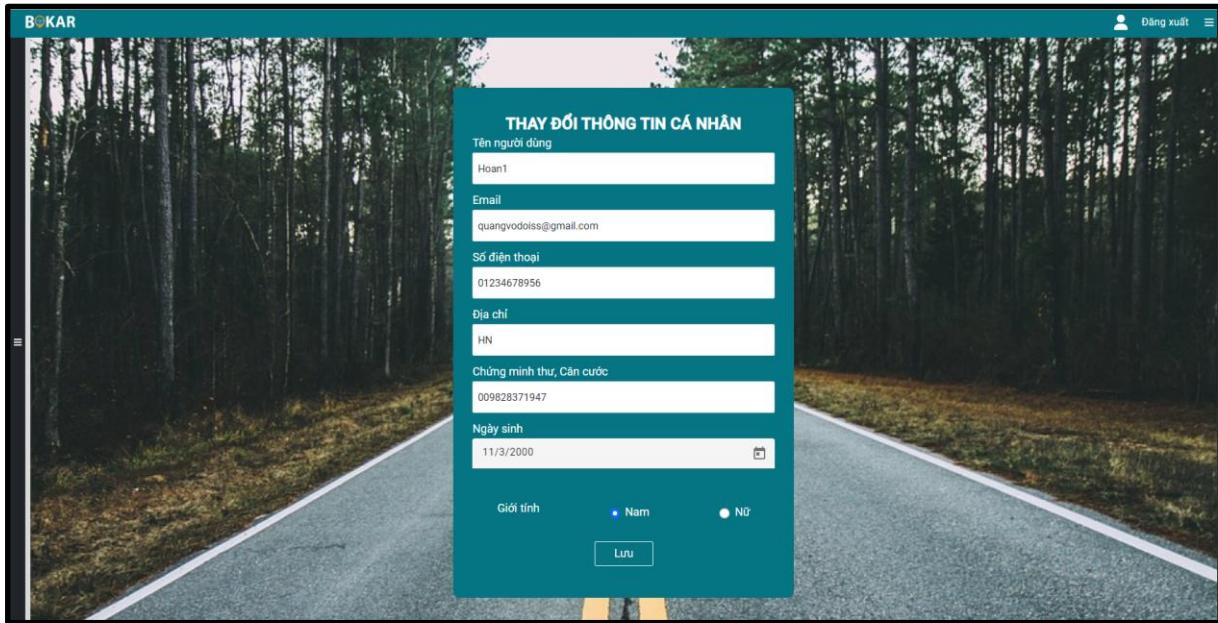
3.4.2 Update Profile

Function trigger: User clicks <<>> to update their personal information.

Function description:

- Allows users to edit their personal information for their account such as Email, Phone Number, Address, etc.
- Actor: All users
- The program displays a form to edit the personal information that the user provided earlier.

Screen layout:



Function details:

- Users can edit their personal information by editing directly on the form displayed on the screen such as Name, Email, Address, Phone Number, etc.
- The program will check that the information is not left blank. Email, phone number must be numbers and have 10 to 12 digits, ID card must be a number and have 12 characters.
- Users click <<Lưu>> to update the information just edited, the program will display the message "Thông tin của bạn đã được cập nhật".
- If it does not meet the requirements, the system will display the message "Email đã tồn tại!" or "CMT/CCCD đã tồn tại!" with the toast message "Thông tin cập nhật thất bại"

3.5 Booking Management

3.5.1 Manage Booking List

Function trigger: Rental clicks on <<Quản lý đơn đặt xe>> to manage and view the list of customer bookings.

Function description:

- Actor: Rental
- The program displays the list of customer bookings, including customer information and booking details.

Screen layout:

Sắp xếp:	Ngày đặt mới nhất	Trạng thái:	Tất cả	Tim kiếm...	Tim kiếm
STT	Mã đặt xe	Họ và tên	Biển số xe	Số điện thoại	Ngày đi
1	79	Nguyễn Văn An	29H-19823	0931750680	24/04/2023
2	78	Nguyễn Văn An	29H-19823	0931750680	22/04/2023
Thang điểm uy tín					
80-100:	● Tốt	50-79:	● Trung bình	0-49:	● Yếu
← Previous 1 Next →					
					

Function details:

- Rental can view the list of customer bookings. Click on the buttons "Phê duyệt", "Từ chối", "Nhận xe" or "Kết thúc" to handle the booking according to rental needs.
- Click on <<

3.5.2 Update Booking Detail

Function trigger: User clicks on <<

Function description:

- The program displays a screen that allows the user to edit the details of the booking.
- Actor: Rental
- The program displays a form for the user to edit the information.

Screen layout:

BOKAR

Quản lý đơn đặt xe

Sắp xếp: Ngày đặt mới nhất

STT	Mã đặt xe	Họ và tên
1	79	Nguyễn Văn An
2	78	Nguyễn Văn An

Thang điểm uy tín 80-100: Tốt

Thông tin đơn xe: Khách hàng (có tài khoản)

Họ và tên:	Nguyễn Văn An	Ngày đi:	04/24/2023
Địa chỉ:	18 Hòa Sơn Chúc Sơn Chương Mỹ Hà Nội	Ngày về:	04/25/2023
Số điện thoại:	0931750680	Nơi giao nhận xe:	Số 3 lô trong tanha dong, Ha noi
Ngày sinh:	24/08/2000	Đơn giá:	800K/ngày
CMT/CCCD:	001200014834	Tổng tính:	800K
Mã đặt xe:	79	Cập nhật	

Đánh giá khách hàng

Nội dung

Đánh giá về khách hàng

Le Minh Tung
khách hàng nhận xe trễ giờ

Cập nhật

BOKAR

Nguyễn Việt Hoàn
Cá nhân cho thuê

Thông tin cá nhân

hoen1@gmail.com
0945657382
Số 1 Quang Trung, Hà Đông, Hà Nội
111111111111
10/10/2002
Nam
★★★★★

Danh sách c...

Thông tin đơn xe: Khách hàng (không có tài khoản)

Họ và tên:	Nguyễn Bùi Đức Quang	Ngày đi:	04/22/2023
Địa chỉ:	18 Hòa Sơn Chúc Sơn Chương Mỹ Hà Nội	Ngày về:	04/24/2023
Số điện thoại:	0931750680	Nơi giao nhận xe:	Số 1 Quang Trung, Hà Đông, Hà Nội
Ngày sinh:	08/24/2000	Đơn giá:	140K/ngày
CMT/CCCD:	001200014834	Tổng tính:	280K
Mã đặt xe:	77	Cập nhật	

Phê duyệt **Tùy chỉnh**

Next >

Function details:

- The user enters the information that needs to be edited, including name, address, ID card, departure date, return date, etc. (for customers without an account). For customers with an account, only the departure and return dates can be edited.
- Then click on the "Cập nhật" button to update the details of the booking. The program displays the message "Cập nhật dữ liệu thành công".

3.5.3 View Map

Function trigger: Customers click on the map image to display the location map for pick-up and drop-off of the vehicle.

Function description:

- Actor: Customers

- The program displays the map for customers to view the location map for pick-up and drop-off of the vehicle.

Screen layout:

Chủ xe VinFast Lux A2.0 0 chuyến	Đặc điểm: Màu: Trắng Nhiên liệu: Điện Số ghế: 5 chỗ Truyền động: Xe số tự động	Tính năng: <input checked="" type="radio"/> Xe tự động <input checked="" type="radio"/> Camera 360 <input checked="" type="radio"/> HUD	Điều khoản: Quy định khác: ◦ Sử dụng xe đúng mục đích. ◦ Không sử dụng xe thuê vào mục đích phi pháp, trái pháp luật. ◦ Không sử dụng xe thuê để cầm cố, thế chấp. ◦ Không hút thuốc, nhả kẹo cao su, xả rác trong xe. ◦ Không chở hàng quốc cấm dễ cháy nổ. ◦ Không chở hoa quả, thực phẩm nặng mùi trong xe. ◦ Khi trả xe, nếu xe bẩn hoặc có mùi trong xe, khách hàng vui lòng vệ sinh xe sạch sẽ hoặc gửi phụ thu phí vệ sinh xe. Trần trọng cảm ơn, chúc quý khách hàng có những chuyến đi tuyệt vời !
 Nguyễn Việt Hoàn1 0945657382			

Function details:

- Customers view the map, which contains information about the pick-up and drop-off location of rental. Click on "Chỉ đường" for the map to give directions to the rental's pick-up and drop-off location.

3.5.4 Calculate Price

Function trigger: Customers select a suitable listing in the list of vehicle listings.

Function description:

- Actor: Customers
- The program displays the total rental price after the system has calculated.

Screen layout:

<p>* Họ và tên:</p> <input type="text"/>	<p>* Ngày đi:</p> <div style="display: flex; align-items: center;"> 23/4/2023 CALENDAR </div>						
<p>* Địa chỉ:</p> <input type="text"/>	<p>* Ngày về:</p> <div style="display: flex; align-items: center;"> 26/4/2023 CALENDAR </div>						
<p>* Số điện thoại:</p> <input type="text"/>							
<p>* Ngày sinh:</p> <div style="display: flex; align-items: center;"> Chọn ngày sinh CALENDAR </div>	<p>Nơi giao xe, trả xe: Số 1 Quang Trung, Hà Đông, Hà Nội</p>						
<p>* CMT/CCCD:</p> <input type="text"/>	<p>Chi tiết giá:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">Giá thuê</td> <td style="width: 30%;">500K/ngày</td> </tr> <tr> <td colspan="2"><hr/></td> </tr> <tr> <td>Tổng cộng:</td> <td>1500K</td> </tr> </table>	Giá thuê	500K/ngày	<hr/>		Tổng cộng:	1500K
Giá thuê	500K/ngày						
<hr/>							
Tổng cộng:	1500K						
<p>* Mail:</p> <input type="text"/>	Đặt xe Quay lại						

Function details:

- The system automatically calculates the rental price for customers based on criteria including departure time, return time, and the number of rental days. The total amount to be paid is calculated by multiplying the number of rental days by the daily rental price.

3.5.5 Add Booking Request

Function trigger: Customers select a suitable listing to rent a vehicle

Function description:

- Actor: Customers
- The program displays a form for customers to enter personal information to request a booking for the vehicle for customers without an account.

Screen layout:

Chủ xe
VinFast Lux
A2.0
0 chuyến

Đặc điểm: Mẫu: Trắng
Nhiên liệu: Điện
Số ghế: 5 chỗ
Truyền động: Xe số tự động

Tính năng: Xe tự động Camera 360

Điều khoản: Quy định khác: - Sử dụng xe đúng mục đích. - Không sử dụng xe thuê vào mục đích phi pháp, trái pháp luật. - Không sử dụng xe thuê để cầm cố, thế chấp. - Không hút thuốc, nhả keo cao su, xà rác trong xe. - Không chở hàng quá cấm để cháy nổ. - Không chở hoa quả, thực phẩm nặng mùi trong xe. - Khi trả xe, nếu xe bẩn hoặc có mùi trong xe, khách hàng vui lòng vệ sinh xe sạch sẽ hoặc gửi phụ thu phí vệ sinh xe. Trần trọng cảm ơn, chúc quý khách hàng có những chuyến đi tuyệt vời !

Đánh giá khách hàng

*** Họ và tên:** _____ *** Ngày đi:** 23/4/2023

*** Địa chỉ:** _____ *** Ngày về:** 26/4/2023

*** Số điện thoại:** _____ *** Chi tiết giá:**
Số 1 Quang Trung, Hà Đông, Hà Nội
Giá thuê: 500K/ngày

*** Ngày sinh:** Chọn ngày sinh _____

*** CMT/CCCD:** _____ **Tổng cộng:** 1500K

*** Mail:** _____ **Đặt xe** **Quay lại**

Chủ xe
VinFast Lux
A2.0
0 chuyến

Đặc điểm: Mẫu: Trắng
Nhiên liệu: Điện
Số ghế: 5 chỗ
Truyền động: Xe số tự động

Tính năng: Xe tự động HUD Camera 360

Điều khoản: Quy định khác: - Sử dụng xe đúng mục đích. - Không sử dụng xe thuê vào mục đích phi pháp, trái pháp luật. - Không sử dụng xe thuê để cầm cố, thế chấp. - Không hút thuốc, nhả keo cao su, xà rác trong xe. - Không chở hàng quá cấm để cháy nổ. - Không chở hoa quả, thực phẩm nặng mùi trong xe. - Khi trả xe, nếu xe bẩn hoặc có mùi trong xe, khách hàng vui lòng vệ sinh xe sạch sẽ hoặc gửi phụ thu phí vệ sinh xe. Trần trọng cảm ơn, chúc quý khách hàng có những chuyến đi tuyệt vời !

Họ và tên: Nguyễn Văn An *** Ngày đi:** 29/4/2023

Địa chỉ: 18 Hòe Nón Chùc Sơn Chương Mỹ Hà Nội *** Ngày về:** 30/4/2023

Số điện thoại: 0931750680 *** Chi tiết giá:**
Số 1 Quang Trung, Hà Đông, Hà Nội
Giá thuê: 500K/ngày

Ngày sinh: 24/08/2000 **Tổng cộng:** 500K

CMT/CCCD: 001200014834 **Mail:** quangnbd250820@gmail.com

Đặt xe **Quay lại**

Function details:

- For customers without an account, after entering their personal information including full name, address, ... the system will check the information provided by the user:
 - + Required fields include full name, address, phone number, and ID/passport number.
 - + Formatting requirements include the age of the user must be over 18 for date of birth, the ID/passport number must be a 12-digit number, and the phone number must be 10-12 digits long.
 - + The system will send a notification to prompt the user to enter valid information for any invalid fields.
- Afterward, the user presses “Đặt xe” to reserve a means of transportation, and the program checks the user's information:
 - + If successful, the system sends the notification “Gửi yêu cầu thành công! Mã đặt xe của bạn là 0001.”, via a Toast message.

- + The notification system sends a “Gửi yêu cầu thất bại!”, message via a Toast message in the case where the post has already been booked at the time selected by the user.
- + If the booking has already been taken by another user at the time the customer requests it, the system sends the notification “Gửi yêu cầu thất bại!” via a Toast message.
- The booking code will be sent to the customer's email.

3.5.6 Manage Booking Waiting List

Function trigger: Rental clicks on "Danh sách chờ" to manage and view the list of car rental requests awaiting processing by the rental company.

Function description:

- Actor: Rental
- Rental manages a list of customer rental requests awaiting approval or rejection, and performs related actions.

Screen layout:

STT	Mã đặt xe	Họ và tên	Biển số xe	Số điện thoại	Ngày đđ	Ngày vđ	Ngày đđt	Uy tín	Phê duyệt	Từ chối	Sửa đổi
1	77	Nguyễn Bùi Đức Quang	30H-234575	0931750680	22/04/2023	24/04/2023	21/04/2023	100 ●			
Thang điểm uy tín 80-100: ● Tốt 50-79: ○ Trung bình 0-49: ● Yếu											

Function details:

- The program displays a list of car rental requests including customer name, phone number, booking code, etc.
- Rental clicks on <<Phê duyệt>> to approve the rental request, <<Từ chối>> to reject the rental request, or <<>> to modify the details of the customer's rental request.

3.5.7 Approve/Unapprove/Handing/Ending Booking Request

Function trigger: Rental processes car booking requests from customers.

Function description:

- Actor: Rental

- Rental reviews the details of the customer's booking request and approves, rejects, hands over, or completes the booking.

Screen layout:

Quản lý đơn đặt xe									
Sắp xếp:			Trạng thái:			Tim kiếm...			
STT	Mã đặt xe	Họ và tên	Biển số xe	Số điện thoại	Ngày đi	Ngày về	Ngày đặt	Uy tín	Trạng thái
1	79	Nguyễn Văn An	29H-19823	0931750680	24/04/2023	25/04/2023	22/04/2023	97	Đang chờ
2	78	Nguyễn Văn An	29H-19823	0931750680	22/04/2023	23/04/2023	22/04/2023	97	Chấp nhận

Thang điểm uy tín 80-100: ● Tốt ● Trung bình ● Yếu

50-79: Trung bình

0-49: Yếu

[« Previous](#) 1 [Next »](#)

Function details:

- Rental clicks on <<Phê duyệt>> to approve, <<Từ chối>> to reject, <<Giao xe>> to confirm that the car has been rented out, or <<Kết thúc>> to finish the rental and confirm that the car has been returned by the customer.
- The status of the booking request will change depending on the button that the rental clicks on, including:
 - + <<Phê duyệt>>: the corresponding status is "Chấp nhận".
 - + <<Từ chối>>: the corresponding status is "Từ chối".
 - + <<Nhận xe>>: the corresponding status is "Đã nhận xe".
 - + <<Kết thúc>>: the corresponding status is "Kết thúc".

3.5.8 Search Booking Request

Function trigger: User clicks on <<Quản lý đơn đặt xe>> or <<Danh sách chờ>> to search for a booking request in the list of bookings or waiting list.

Function description:

- Actor: Rental
- Allows the user to search for the booking request.
- The program displays a form for the user to enter the search criteria.

Screen layout:

BOKAR

Quản lý đơn đặt xe

Sắp xếp:	Ngày đặt mới nhất	Trạng thái:	Tất cả	Tim kiếm...	Tìm kiếm									
STT	Mã đặt xe	Họ và tên	Biển số xe	Số điện thoại	Ngày đi	Ngày về	Ngày đặt	Uy tín	Trạng thái	Phê duyệt	Từ chối	Nhận xe	Kết thúc	
1	79	Nguyễn Văn An	29H-19823	0931750680	24/04/2023	25/04/2023	22/04/2023	97 ●	Đang chờ	<input type="button" value="Phê duyệt"/>	<input type="button" value="Từ chối"/>	<input type="button" value="Nhận xe"/>	<input type="button" value="Kết thúc"/>	<input type="button" value="Edit"/>
2	78	Nguyễn Văn An	29H-19823	0931750680	22/04/2023	23/04/2023	22/04/2023	97 ●	Chấp nhận	<input type="button" value="Phê duyệt"/>	<input type="button" value="Từ chối"/>	<input type="button" value="Nhận xe"/>	<input type="button" value="Kết thúc"/>	<input type="button" value="Edit"/>

Thang điểm uy tín 80-100: ● Tốt ● Trung bình ● Yếu

< Previous 1 Next >

BOKAR

Danh sách chờ

Sắp xếp:	Ngày đặt mới nhất	Tim kiếm...	Tìm kiếm									
STT	Mã đặt xe	Họ và tên	Biển số xe	Số điện thoại	Ngày đi	Ngày về	Ngày đặt	Uy tín		Phê duyệt	Từ chối	
1	77	Nguyễn Bùi Đức Quang	30H-234575	0931750680	22/04/2023	24/04/2023	21/04/2023	100 ●		<input type="button" value="Phê duyệt"/>	<input type="button" value="Từ chối"/>	<input type="button" value="Edit"/>

Thang điểm uy tín 80-100: ● Tốt ● Trung bình ● Yếu

< Previous 1 Next >

Function details:

- The program defaults to displaying a list of booking requests.
- The user selects the sort order by the newest or oldest booking date, selects the booking status such as waiting, rejected, approved, etc., enters search criteria such as phone number, ID card/passport number, name, or booking code, and then clicks <<Tìm kiếm>> to find matching booking requests.

3.5.9 Search Booking Request With Code

Function trigger: User searches for the details of a booking request.

Function description:

- Actor: Customer
- Allows the user to search for a booking request.
- The program displays a form for the user to enter the search criteria.

Screen layout:

The screenshot shows a booking tracking interface. At the top, it says "Tra cứu mã đặt xe" (Search booking code) and "Mã đặt xe" (Booking code). On the right, there are "Đăng nhập" (Login) and "Đăng ký" (Register) buttons.

Đơn đặt xe của bạn đã kết thúc!

Chi tiết đơn đặt xe:

Chủ xe	Màu:	Nhiên liệu:	Số ghế: 4 chỗ	Truyền động: Xe số tự động
MAZDA 3 2015 1 chuyến	Trắng	Xăng	4 chỗ	Xe số tự động

Tính năng:

- Camera lùi
- Camera 360
- Cửa sổ trời
- Bản đồ

Điều khoản:

- Sử dụng xe đúng mục đích.
- Không sử dụng xe thuê vào mục đích phi pháp, trái phép luật.
- Không sửa dụng xe thuê để cầm cố, thế chấp.
- Không hút thuốc, nhả keo cao su, xà rác trong xe.
- Không chở hàng quá, thực phẩm nặng mùi trong xe.
- Khi trả xe, nếu xe bẩn hoặc có mùi trong xe, khách hàng vui lòng vệ sinh xe sạch sẽ hoặc gửi phụ thu phí vệ sinh xe.

Địa chỉ:

Địa chỉ: A2, Vinhomes Gardenia, Ham Nghi, Cau Dien, Ha Noi

Ngày đi/ Ngày về:

20/04/2023 - 21/04/2023

Nơi giao xe, trả xe:

A2, Vinhomes Gardenia, Ham Nghi, Cau Dien, Ha Noi

Chi tiết giá:

Giá thuê	650K/ngày
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Tổng cộng: 650K

Đánh giá khách hàng

Nguyễn Văn An

★★★★★

Chủ xe thân thiện, vui tính

Function details:

- The user enters the booking code provided by the system and clicks <<🔍>> to find the matching booking request.
- If the booking code does not exist, the program displays the message <<Đơn không tồn tại, tìm kiếm thất bại!>>.
- The program displays the detailed information of the matching booking request.

3.5.10 Send Email

Function trigger: Customer clicks on the <<Đặt xe>> button to receive a booking code from the system.

Function description:

- Actor: Customer
- The program automatically sends the booking code to the customer's email address.

Screen layout:

Chủ xe VinFast Lux A2.0 0 chuyến	Đặc điểm: Màu: Trắng Nhiên liệu: Điện Số ghế: 5 chỗ Truyền động: Xe số tự động	Tính năng: <input checked="" type="radio"/> Xe tự lái <input type="radio"/> HUD <input type="radio"/> Camera 360	Điều khoản: Quy định khác: - Sử dụng xe đúng mục đích. - Không sử dụng xe thuê vào mục đích trái phép, trái pháp luật. - Không sử dụng xe thuê để cầm cố, thế chấp. - Không hút thuốc, nhả keo cao su, xả rác trong xe. - Không chở hàng quá, quá nặng mùi trong xe, khách hàng vui lòng vệ sinh xe sạch sẽ hoặc gửi phụ thu phí vệ sinh xe. Trần trọng cảm ơn, chúc quý khách hàng có những chuyến đi tuyệt vời!	Họ và tên: Nguyễn Văn An Địa chỉ: 18 Hòa Sơn Chúc Sơn Chương Mỹ Hà Nội Số điện thoại: 0931750680 Ngày sinh: 24/08/2000 CMT/CCCD: 001200014834 Mail: quangnbd250820@gmail.com	* Ngày đi: 29/04/2023 * Ngày về: 30/04/2023 Nơi giao xe, trả xe: Số 1 Quang Trung, Hà Đông, Hà Nội Chi tiết giá: Giá thuê: 500K/ngày Tổng cộng: 500K
--	---	--	---	---	--

Function details:

- The system automatically sends the booking code to the customer's email address.
- The subject is "Mã đặt xe Bokar", and the content is "Mã đặt xe của bạn là: (e.g. 10)".

3.5.11 View Booking Detail

Function trigger: User enters the booking code provided by the system and clicks <<🔍>> or presses <<⌚>> to find the appropriate booking according to the desired criteria.

Function description:

- Actor: Customer
- The program displays detailed information about the booking.

Screen layout:

Chủ xe Mercedes GLB 2021 0 chuyến	Đặc điểm: Màu: Trắng Xăng Nhiên liệu: Xăng Số ghế: 5 chỗ Truyền động: Xe số tự động	Tính năng: <input checked="" type="radio"/> Cửa sổ trời <input type="radio"/> Camera lùi <input type="radio"/> Khe cắm USB <input type="radio"/> Bản đồ	Điều khoản: Quy định khác: - Sử dụng xe đúng mục đích. - Không sử dụng xe thuê vào mục đích trái phép, trái pháp luật. - Không sử dụng xe thuê để cầm cố, thế chấp. - Không hút thuốc, nhả keo cao su, xả rác trong xe. - Không chở hàng quá, quá nặng mùi trong xe. - Khi trả xe, nếu xe bẩn hoặc có mùi hôi trong xe, khách hàng vui lòng vệ sinh xe sạch sẽ hoặc gửi phụ thu phí vệ sinh xe. Trần trọng cảm ơn, chúc quý khách hàng có những chuyến đi tuyệt vời !	Ngày đi/Ngày về: 22/04/2023 23/04/2023 Nơi giao xe, trả xe: Số 3 lô trong tanh, ha đông, ha noi Chi tiết giá: Giá thuê: 800K/ngày Tổng cộng: 800K	Họ và tên: Nguyễn Văn An Địa chỉ: 18 Hòa Sơn Chúc Sơn Chương Mỹ Hà Nội Số điện thoại: 0931750680 Ngày sinh: 24/08/2000 CMT/CCCD: 001200014834 Mail: quangnbd250820@gmail.com
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BOKAR Tra cứu mã đặt xe

Đơn đặt xe của bạn đã kết thúc!

Chủ xe MAZDA 3 2015 1 chuyên	Đặc điểm: Màu: Trắng Nhiên liệu: Xăng Số ghế: 4 chỗ Truyền động: Xe số tự động	Tính năng: <input checked="" type="radio"/> Camera lùi <input checked="" type="radio"/> Camera 360 <input checked="" type="radio"/> Cửa sổ trời <input checked="" type="radio"/> Bản đồ	Điều khoản: - Sử dụng xe đúng mục đích. - Không sử dụng xe thuê vào mục đích phi pháp, trái pháp luật. - Không sửa dụng xe thuê để cầm cố, thế chấp. - Không hút thuốc, nhả keo cao su, xát rác trong xe. - Không chở hàng quá cấm để cháy nổ. - Không chở quá quá thực phẩm nặng mùi trong xe. - Khi trả xe, nếu xe bẩn hoặc có mùi trong xe, khách hàng vui lòng vệ sinh xe sạch sẽ hoặc gữ phụ thu phí vệ sinh xe.
 Le Minh Tung 0345656656		Ngày đi/Ngày về: 20/04/2023 21/04/2023	Họ và tên: Nguyễn Văn An Địa chỉ: 18 Hòa Sơn Chúc Sơn Chương Mỹ Hà Nội Số điện thoại: 0931750680 Ngày sinh: 24/08/2000 CMT/CCCD: 001200014834 Mail: quangnbd250820@gmail.com
		Nơi giao xe, trả xe A2, Vinhomes Gardenia, Ham Nghi, Cau Dien, Ha Noi	
		Chi tiết giá: Giá thuê 650K/ngày	
		Tổng cộng: 650K	

Đánh giá khách hàng

Nguyễn Văn An

 Chủ xe thân thiện, vui tính

Function details:

- The user selects a specific booking to view details.
- For registered customers, they can click <<Gửi>> to provide feedback and send it to the owner of the car.

3.5.12 View History Booking

Function trigger: User presses <<

Function description:

- Actor: Customer
- The program displays the user's booking history.

Screen layout:

BOKAR

Lịch sử đặt xe				Trạng thái: Tất cả	<input type="text" value="Tim kiếm ..."/>	<input type="button" value="Tim kiếm"/>
STT	Xe	Chủ xe	Trạng thái			
1	Mercedes GLB 2021	Nguyễn Việt Hoàn5	Đang chờ	<input type="button" value="Hủy đơn"/>		
2	Mercedes GLB 2021	Nguyễn Việt Hoàn5	Chấp nhận	<input type="button" value="Hủy đơn"/>		
3	MAZDA 3 2015	Le Minh Tung	Kết thúc	<input type="button" value="Hủy đơn"/>		

Các đánh giá của chủ xe về bạn

Le Minh Tung
khách hàng nhận xe trễ giờ

Function details:

- The user can view their booking history on the system.
- Click <<🔍>> to view the booking details or click <<Huỷ đơn>> to cancel a booking.

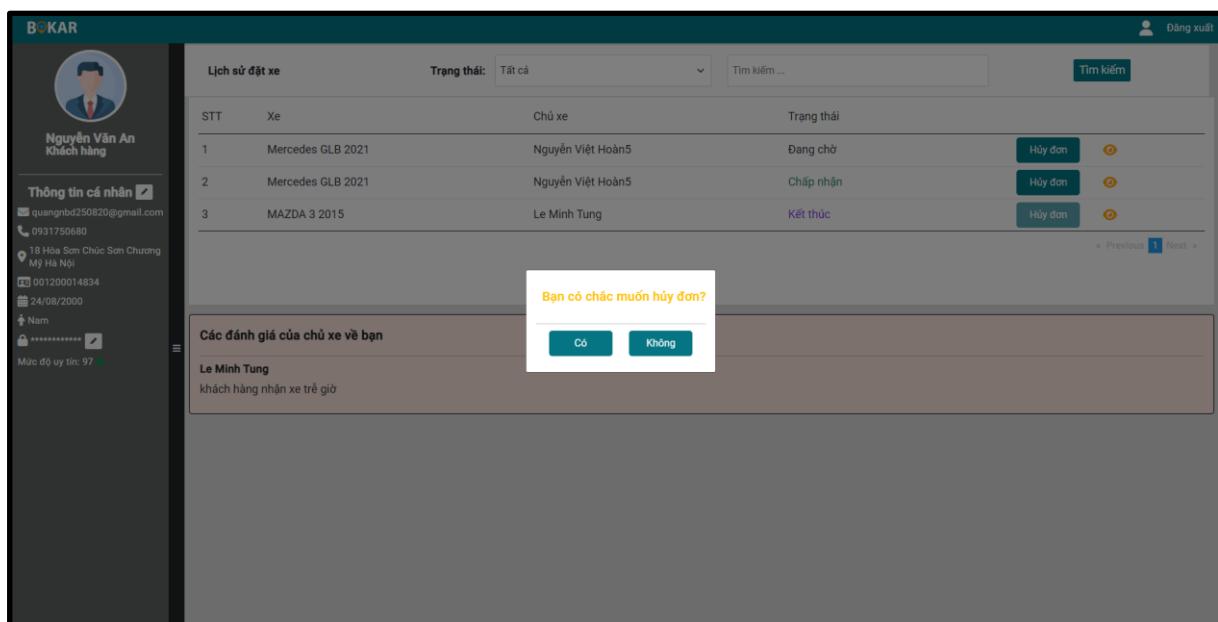
3.5.13 Cancel Booking

Function trigger: The user cancels a booking that was made previously.

Function description:

- Actor: Customer
- The program allows the user to cancel a previously made booking.
- Users can only cancel a booking when it is in the waiting or accepted state.

Screen layout:



Function details:

- The user selects the booking to cancel, then clicks <<Huỷ đơn>>. The program will display the message "Bạn có chắc muốn huỷ đơn?"
- Click <<Có>> to cancel the booking, the program will display the message "Bạn đã hủy đơn thành công"
- Click <<Không>> to cancel the booking process.

3.5.14 Search Booking

Function trigger: User presses <<👤>> to search for a booking in the history of the booking list.

Function description:

- Actor: Customer
- Allows users to search for bookings.
- The program displays a form for the user to enter search information as required.

Screen layout:

The screenshot shows a software interface for managing vehicle bookings. On the left, there's a sidebar with a user profile picture of a man, his name 'Nguyễn Văn An', and the title 'Khách hàng'. Below this is a section titled 'Thông tin cá nhân' (Personal Information) containing fields for email ('quangnbd250820@gmail.com'), phone number ('0931750680'), address ('18 Hòa Sơn Chúc Sơn Chương Mỹ Hà Nội'), ID ('01200014834'), date of birth ('24/08/2000'), gender ('Nam'), and a trust rating ('Mức độ uy tín: 97').

The main area has a header with 'Lịch sử đặt xe' (Booking History), a dropdown for 'Trạng thái' (Status) set to 'Tất cả' (All), a search bar 'Tim kiếm...', and a 'Tim kiếm' button. A table lists three bookings:

STT	Xe	Chủ xe	Trạng thái	
1	Mercedes GLB 2021	Nguyễn Việt Hoàn	Đang chờ	<button>Hủy đơn</button>
2	Mercedes GLB 2021	Nguyễn Việt Hoàn	Chấp nhận	<button>Hủy đơn</button>
3	MAZDA 3 2015	Le Minh Tung	Kết thúc	<button>Hủy đơn</button>

Below the table, there's a pink-highlighted section titled 'Các đánh giá của chủ xe về bạn' (Reviews from the car owner about you) showing a single review from 'Le Minh Tung' stating 'khách hàng nhận xe trễ giờ' (The customer received the car late).

Function details:

- The program defaults to displaying the list of bookings.
- The user selects the type of booking status, enters the search criteria, then clicks <<Tìm kiếm>>. The program will show the relevant information according to the search criteria.

3.6 Post Management

3.6.1 Search Post

Function trigger: User click <<Quản lý bài đăng>> to search for posts based on their desired criteria.

Function description:

- Actor: Admin
- The program allows users to search for all rental posts.

Screen layout:

The screenshot shows the BO-KAR application's 'Quản lý bài đăng' (Post Management) section. It displays two separate search results:

- Danh sách Ô tô (Car Listings):**

STT	Xe	Biển kiểm soát	Trạng thái bài đăng	Trạng thái đặt xe		
1	Mazda 3	30H-11111	Đã duyệt	Chưa được đặt		
2	VinFast Lux A.2.0	30H-22222	Đã duyệt	Chưa được đặt		
3	Ford Everest	30H-11134	Đã duyệt	Chưa được đặt		
4	Mercedes c200	30K-14534	Từ chối	Chưa được đặt		
- Danh sách Xe Máy (Motorcycle Listings):**

STT	Xe	Biển kiểm soát	Trạng thái bài đăng	Trạng thái đặt xe		
1	Honda SH160i/125i	30H-225123	Đã duyệt	Chưa được đặt		
2	LEAD 125cc	30H-225354	Đã duyệt	Chưa được đặt		

Function details:

- The user selects the type of post status, enters search information based on the owner's name or car name, and then clicks on <<Tim kiếm>>.
- The system will display all the posts that match the search criteria entered by the user.

3.6.2 Search Post

Function trigger: The user clicks on <<Quản lý bài đăng>> to search for posts based on their criteria.

Function description:

- Actor: Rental
- The program allows users to search for all their posts.

Screen layout:

The screenshot shows the BO-KAR application's 'Quản lý bài đăng' (Post Management) section. On the left, there is a sidebar with the user's profile information:

- Hoan1** Quản trị
- Thông tin cá nhân:
 - quangvodois@gmail.com
 - 01234678956
 - HN
 - 009828371947
 - 11/03/2000
 - Nam
 - *****

The main area displays a table of posts:

STT	Họ và tên	Xe	Thể loại	Trạng thái		
1	Nguyễn Việt Hoàn1	Mazda 3	Cá nhân	Đã duyệt		
2	Nguyễn Việt Hoàn1	VinFast Lux A.2.0	Cá nhân	Đã duyệt		
3	Nguyễn Việt Hoàn1	Ford Everest	Cá nhân	Đã duyệt		
4	Nguyễn Việt Hoàn5	Mercedes GLB 2021	Cửa hàng	Đã duyệt		
5	Nguyễn Việt Hoàn5	VinFast VF6	Cửa hàng	Đã duyệt		

Function details:

- The user selects the type of post status, enters search information based on the car name or licence plate, and then clicks on <<Tìm kiếm>>
- The system will display all the posts that match the search criteria entered by the user.

3.6.3 View Post Detail

Function trigger: The user selects the post that matches their search criteria.

Function description:

- The program displays a screen that allows users to view detailed information about the rental post, including: vehicle photos, owner information, and vehicle information.
- Actor: Customer

Screen layout:

Function details:

- View the detailed information about the rental post and proceed with booking the vehicle.

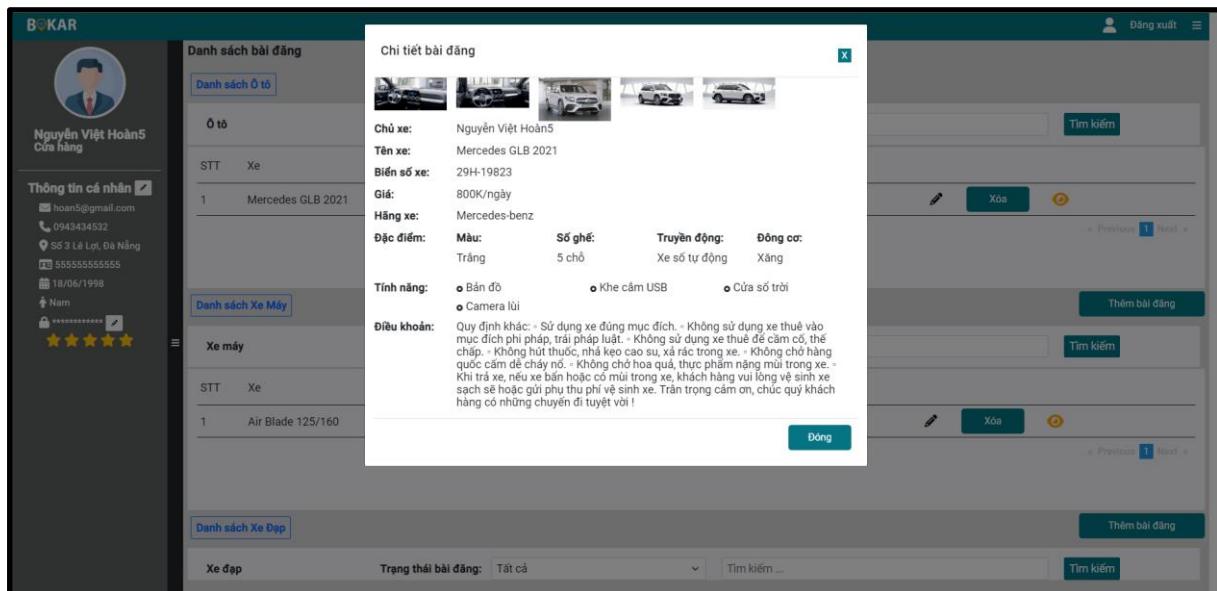
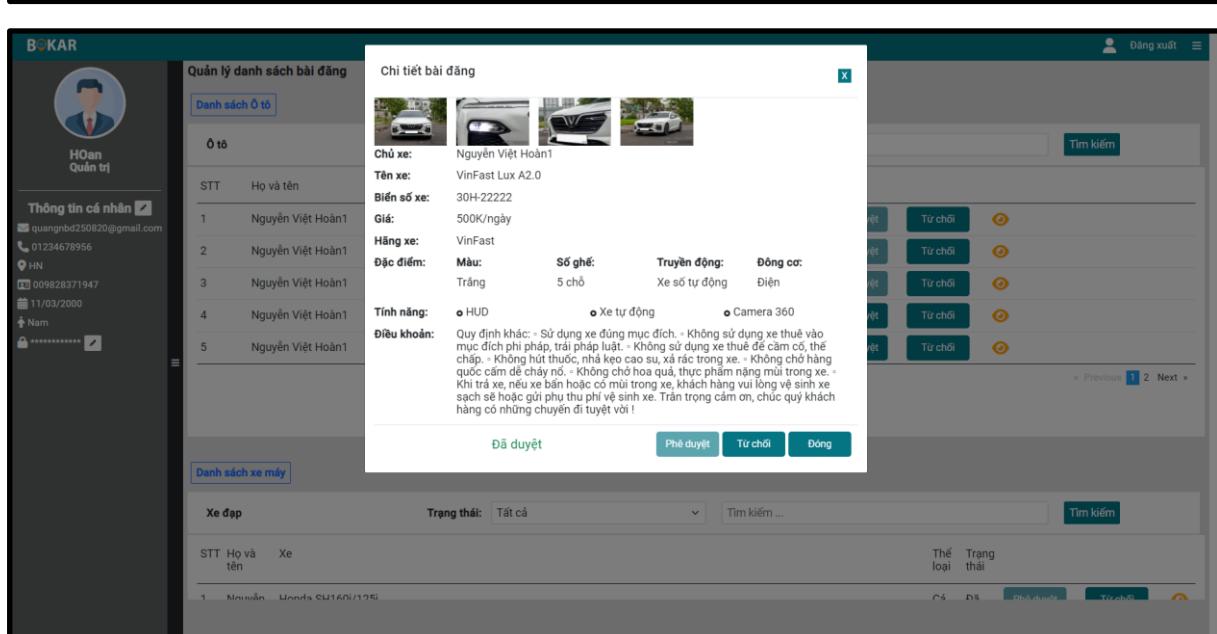
3.6.4 View Post Detail

Function trigger: The user clicks on <<  >> to display the detailed information of a post.

Function description:

- The program displays a screen that allows users to view detailed information about the rental post.
- Actor: Admin,Rental

Screen layout:

Function details:

- View the detailed information about the rental post.
- Users who are administrators can click on <<Phê duyệt>> or <<Tù chối>> to handle rental posts.
- Click <<Đóng>> to end the viewing of the rental post's detailed information.

3.6.5 Approve/Unapprove Post

Function trigger: The user clicks on <<Quản lý bài đăng>> to manage rental posts.

Function description:

- Actor: Admin
- As an administrator, the user has the authority to approve or reject rental posts.

Screen layout:

The screenshot shows the B-KAR software interface with a sidebar on the left containing user profile information (Hồ sơ Quản lý) and a list of contacts. The main area displays three separate tables for managing different types of vehicles:

- Danh sách Ô tô:** Lists 4 entries for cars. The first three are "Cá nhân" (Personal) and the last one is "Đang chờ" (Pending). Each entry has "Phê duyệt" and "Tù chối" buttons.
- Danh sách xe máy:** Lists 3 entries for motorcycles. All are "Cá nhân" (Personal) and "Đã duyệt" (Approved). Each entry has "Phê duyệt" and "Tù chối" buttons.
- Danh sách xe đạp:** An empty table.

Function details:

- Admin clicks on <<Phê duyệt>> to approve the rental post. The system will display a notification message “Phê duyệt thành công!” to confirm that the post has been approved.
- Admin clicks on <<Tù chối>> to reject the rental post if it violates the system's criteria or laws. The system will display a notification message “Tù chối thành công!” to confirm that the post has been rejected.

3.6.6 Add Post

Function trigger: The user clicks on <<Thêm bài đăng>> to add a new rental post.

Function description:

- Actor: Rental
- Allow rental to create a new rental listing for vehicles.
- The program displays a form for Rental to enter the information for the listing.

Screen layout:

The screenshot shows the BOKAR mobile application interface for creating a car rental listing. The top navigation bar includes the BOKAR logo, user profile icon, and 'Đăng xuất' (Logout) button. On the left, there's a sidebar with the user's profile picture, name 'Nguyễn Việt Hoàn', title 'Cá nhân cho thuê', contact information (email: hoan1@gmail.com, phone: 0945657382), address (Số 1 Quang Trung, Hà Đông, Hà Nội), date of birth (10/10/2002), gender (Nam), and a 5-star rating. The main content area is titled 'Loại xe: Ô tô' (Car type: Car). It contains sections for 'Thông tin xe' (Vehicle info), 'Đặc điểm' (Features), 'Tính năng' (Features), 'Điều khoản' (Conditions), and 'Ảnh' (Image). The vehicle info section includes fields for 'Tên xe' (Name), 'Mức giá' (Price), 'K/ngày' (Per day), 'Biển kiểm soát' (License plate), 'Hãng xe' (Brand), 'Màu sắc' (Color), 'Nguyên liệu' (Fuel), 'Số chỗ' (Number of seats), and 'Truyền động' (Transmission). The 'Tính năng' section has a '+' button. The 'Điều khoản' section is a text input field. The 'Ảnh' section has a 'Choose File' button. At the bottom are 'Gửi yêu cầu' (Send request) and 'Hủy' (Cancel) buttons.

This screenshot shows the BOKAR mobile application interface for creating a motorcycle rental listing. The layout is identical to the car listing screen, with the same header, sidebar, and main form fields. The vehicle type is set to 'Xe máy' (Motorcycle). The 'Thông tin xe' section shows 'Tên xe(VD: Mazda 3)' as the example. The 'Đặc điểm' section lists 'Màu sắc: Đỏ', 'Nguyên liệu: Xăng', and 'Truyền động: Xe ga'. The other sections ('Tính năng', 'Điều khoản', 'Ảnh') and buttons ('Gửi yêu cầu', 'Hủy') are also present.

Function details:

- The user enters information for a new vehicle rental post. The system will check for required fields:
 - + Vehicle name and licence plate cannot be left blank (for bicycles, licence plate is not required).
 - + Price field cannot be left blank (enter 200 is equivalent to the rental price of 200,000 VND.)
- Clicks on <<+>> to add features, click on <<Choose file>> to add images for the post.
- Clicks on <<Gửi yêu cầu>> to add a new listing. The system will check for the licence plate, including:
 - + If the license plate has already been registered for another post, the system will display the message “Biển số xe đã được sử dụng” and “Gửi yêu cầu thất bại” via a toast message.
 - + If the licence plate is not registered with any existing posting, the system will display a “Gửi yêu cầu thành công” message via toast message.

3.6.7 Manage Post

Function trigger: Users click on <<Quản lý bài đăng>> to manage and view their list of vehicle rental posts.

Function description:

- Actor: Rental
- The program displays a list of rental postings.
- Allow users to manage their own listings.

Screen layout:

BOKAR



Nguyễn Việt Hoàn 1
Cá nhân cho thuê

Thông tin cá nhân

- hoan1@gmail.com
- 0945657382
- 551 Quang Trung, Hà Đông, Hà Nội
- 11111111111111
- 10/10/2002
- Nam

★★★☆☆

Quản lý bài đăng

Danh sách Ô tô

Ô tô	Xe	Biển kiểm soát	Trạng thái bài đăng	Trạng thái đặt xe	Xoá	Chi tiết
1	Mazda 3	30H-11111	Đã duyệt	Chưa được đặt		
2	VinFast Lux A2.0	30H-22222	Đã duyệt	Chưa được đặt		
3	Ford Everest	30H-11134	Đã duyệt	Chưa được đặt		
4	Mercedes c200	30K-14534	Từ chối	Chưa được đặt		

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Danh sách Xe Máy

Xe máy	Xe	Biển kiểm soát	Trạng thái bài đăng	Trạng thái đặt xe	Xoá	Chi tiết
1	Honda SH160i/125i	30H-225123	Đã duyệt	Chưa được đặt		
2	LEAD 125cc	30H-225354	Đã duyệt	Chưa được đặt		

Thêm bài đăng

BOKAR

Quản lý bài đăng



0886613535 Trụ sở chính: 135 Lê Duẩn, Hoàn Kiếm. VP Bến xe
0988717016 Mỹ Đình: 56 ngách 18 ngõ 66 Phố Dịch Vọng Hậu.

13535 Motorbike Rental Hanoi

103 đánh giá

Choose File No file chosen

Cập nhật ảnh bìa Danh sách Ô tô

Danh sách Ô tô

Ô tô	Xe	Biển kiểm soát	Trạng thái bài đăng	Trạng thái đặt xe	Xoá	Chi tiết
1	Mercedes GLB 2021	29H-19823	Đã duyệt	Đang được đặt		
2	VinFast VF6	43H-89726	Đã duyệt	Chưa được đặt		
3	MAZDA 3 2019	30G-10324	Đã duyệt	Chưa được đặt		
4	MAZDA 3 2022	30H-24534	Đã duyệt	Chưa được đặt		
5	MITSUBISHI ATTRAGE 2022	30E-21341	Đã duyệt	Chưa được đặt		

Function details:

- To view the list of rental's post.
- Click on <<Danh sách ô tô>>, <<Danh sách xe máy>> or <<Danh sách xe đẹp>> to display the list of rental posts for the corresponding vehicle type.
- Click on <<Xoá>> to delete post in system, click on <<
- Click on <<

3.6.8 Update Post

Function trigger: Rental click on <<

Function description:

- Actor: Rental
- Rental has the right to edit the information of the post on the website system.

- Program displays the information form for Rental to update.

Screen layout:

The screenshot shows the BOKAR software interface for updating vehicle information. At the top, there's a header with the BOKAR logo and a 'Đăng xuất' (Logout) button. Below the header, the main form is titled 'Thông tin xe:' (Vehicle Information). It contains several input fields and dropdown menus. At the top right of the form, there are dropdowns for 'Hãng xe:' (Manufacturer) set to 'Mercedes-benz', 'K/ngày' (Price per day) set to '800', and 'Biển kiểm soát' (License plate) set to '29H-19823'. Below these are dropdowns for 'Màu sắc:' (Color) set to 'Trắng', 'Nguyên liệu:' (Fuel Type) set to 'Xăng', 'Số chỗ:' (Number of seats) set to '5 chỗ', and 'Truyền động:' (Transmission) set to 'Xe số tự động'. A section labeled 'Tính năng:' (Features) allows adding or removing items such as 'Cửa sổ trời' (Sunroof), 'Camera lùi' (Rear camera), 'Khe cắm USB' (USB port), and 'Bản đồ' (Map). There's also a 'Điều khoản:' (Terms and conditions) section with a dropdown for 'Quy định khác' (Other regulations). At the bottom left, there's a 'Choose File' button for uploading a photo, and four thumbnail images of the car's exterior and interior are displayed below it.

Function details:

- The system displays the content of the rental post, and Rental can update the post. After entering the information to be edited, Rental clicks <<Lưu>>, the system displays the message “Thông tin xe đã được cập nhật thành công”

3.6.9 Manage Post Waiting List

Function trigger: Users click on <<Quản lý bài đăng>> to manage and view the list of their vehicle rental listings.

Function description:

- Actor: Admin
- Program displays all of the list rental posts.

Screen layout:

Function details:

- View the list of rental postings. Click the <<Phê duyệt>>, <<Từ chối>>, to process the post..
Click <<

3.6.10 Delete Post

Function trigger: Rental clicks on <<Quản lý bài đăng>> to delete a rental post.

Function description:

- Actor: Rental
- Rental has the right to completely delete one of their listings on the website system.

Screen layout:

Function details:

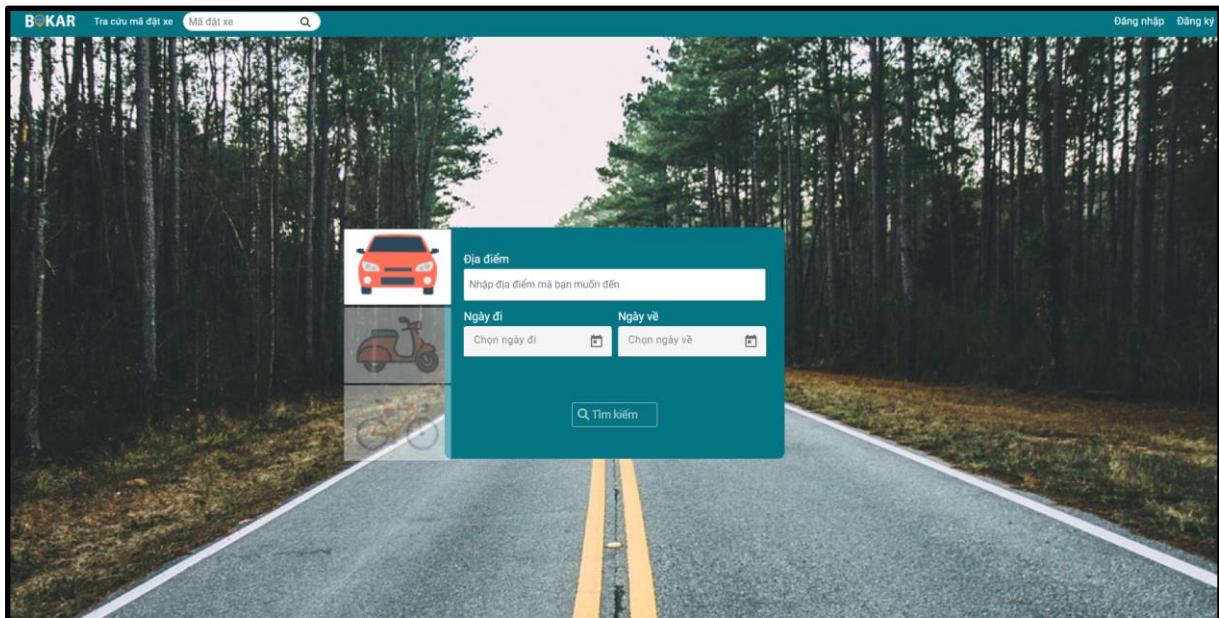
- After identifying the post to be deleted, rental clicks on the <<Xóa>> to remove the vehicle rental post from the system. The post can only be deleted when there are no customers who have booked the vehicle from that post.
- The system will display a popup with the content “Bạn có chắc chắn muốn xóa?” to confirm the deletion of the rental post. Click on <<Xác nhận>> to delete the post from the system and display the message “Bài đăng đã được xóa thành công”. If you click <<Hủy>>, the post will not be deleted from the system.

3.6.11 Search Main Option

Function trigger: Perform vehicle search

Function description:

- Allow users to find a vehicle to book a vehicle as requested.
- Actor: Customer
- The program shows a form for users to enter information to find a vehicle.
- Screen layout:



Function details:

- The user inputs search information according to the requirements with the following fields: location, departure date, return date, and vehicle type. Then they click on the <<Tim kiem>> to find vehicles that match the user-provided information.

3.6.12 Search Advanced Option

Function trigger: Customer click on <<Tim kiem>> from home screen to search for rental vehicles based on the selected criteria

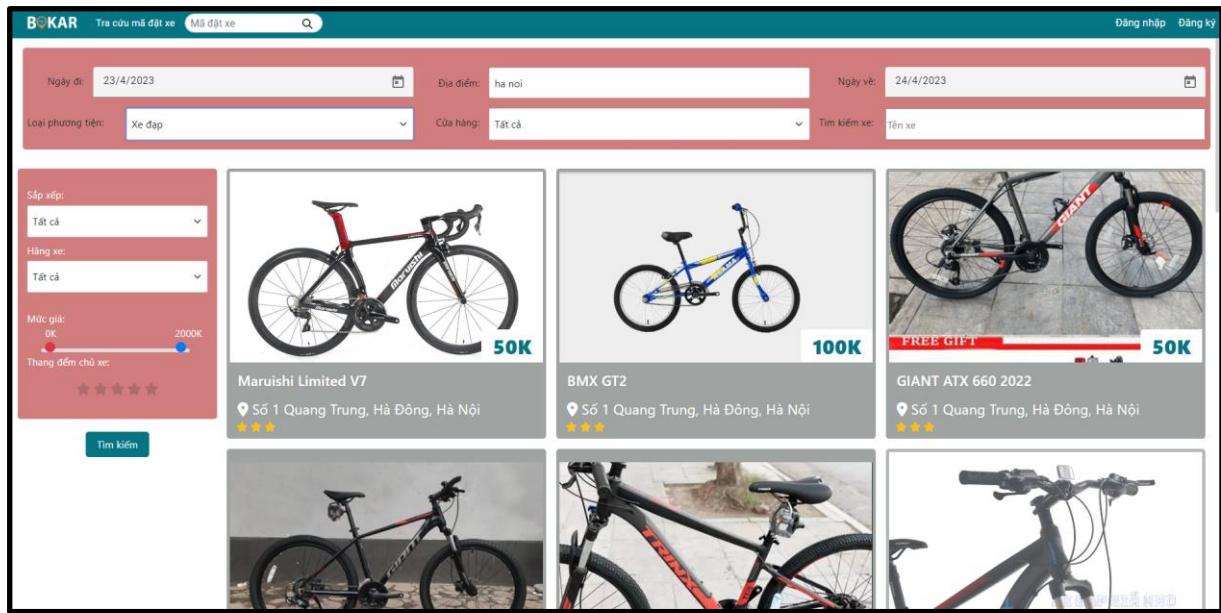
Function description:

- Allow users to find a vehicle to book a vehicle as requested.
- Actor: Customer
- The Program shows options for users to find a vehicle.

- Screen layout:

Car Model	Price (VNĐ)	Address	Rating
Mazda 3	500K	Số 1 Quang Trung, Hà Đông, Hà Nội	★★★★★
VinFast Lux A2.0	500K	Số 1 Quang Trung, Hà Đông, Hà Nội	★★★★★
Ford Everest	600K	Số 1 Quang Trung, Hà Đông, Hà Nội	★★★★★
Honda City 2017	600K	N/D	★★★★★
KIA FORTE 2011	500K	N/D	★★★★★

Motorcycle Model	Price (VNĐ)	Address	Rating
Honda SH160i/125i	200K	Số 1 Quang Trung, Hà Đông, Hà Nội	★★★★★
LEAD 125cc	150K	Số 1 Quang Trung, Hà Đông, Hà Nội	★★★★★
Wave Alpha 110cc	140K	Số 1 Quang Trung, Hà Đông, Hà Nội	★★★★★



Function details:

- The user inputs search criteria such as sort by price, vehicle type, brand, transmission, owner rating, fuel consumption, price range, and then clicks on the <<Tim kiem>> button to find vehicles that match the information provided by the user.
- The system will display the vehicles that match the information entered by the user.

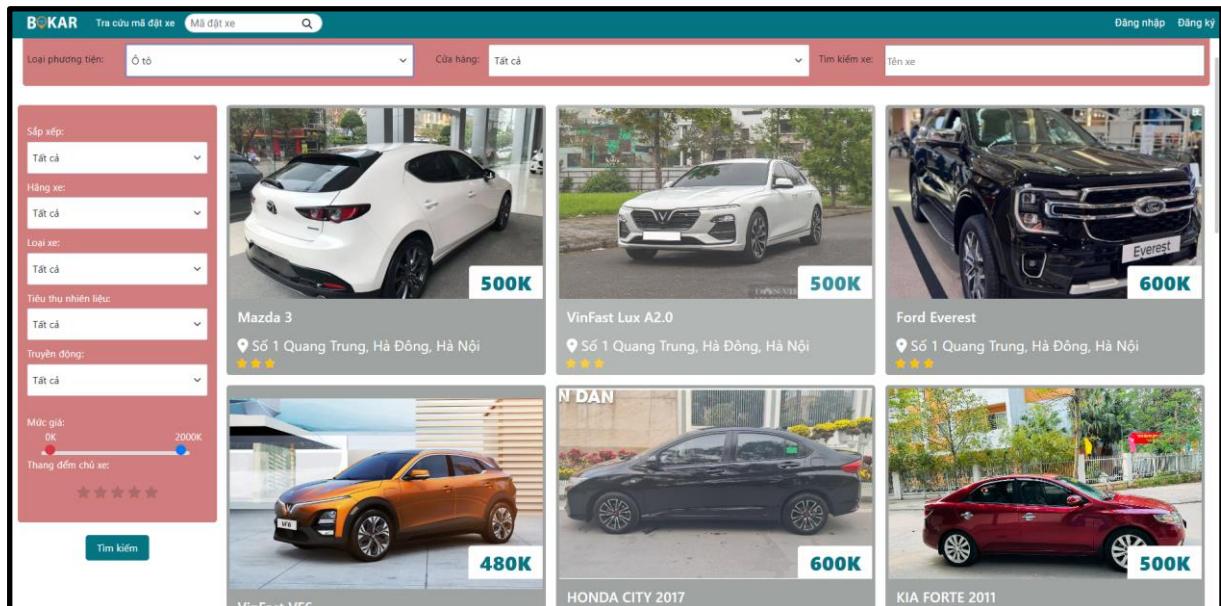
3.6.13 View Post List

Function trigger: Customer click on <<Tim kiem>> to find vehicle based on the selected criteria

Function description:

- Actor: Customer
- Display the list of rental vehicle postings.

Screen layout:



Function details:

- Perform to view list rental posts. Click one post to view post details and proceed to booking order.

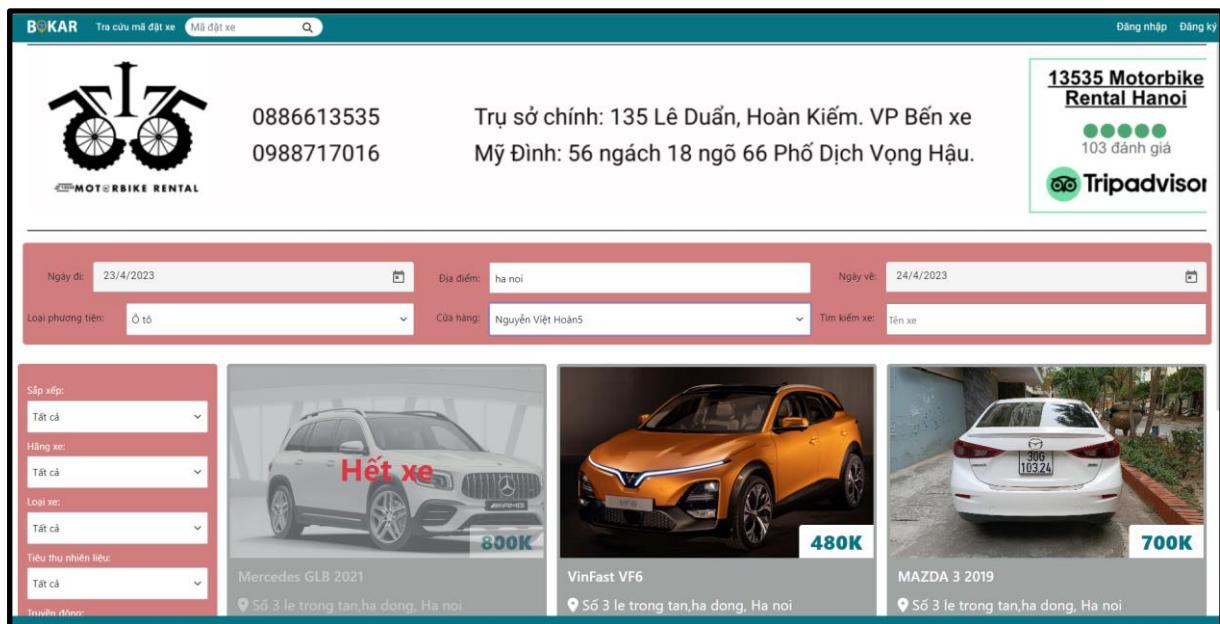
3.6.14 View Store

Function trigger: Customer click on <<(Tên cửa hàng VD: Việt Hoàn>> to view posts belong to store.

Function description:

- Actor: Customer
- The program show list rental post belong a store

Screen layout:



Function details:

- View the list of vehicle rental listings. Click on a listing to view its details and proceed with booking the vehicle.

3.7 Account management

3.7.1 Search Account

Function trigger: User click on <<Quản lý tài khoản>> to perform a finding account in the system.

Function description:

- Actor: Admin
- The feature allows the Admin to search for a specific account in the list of existing accounts on the website system.

Screen layout:

Quản lý tài khoản						
STT	Họ và tên	Tên đăng nhập	Email	Loại tài khoản	Trạng thái	
1	Hoan1	admin	quangvodoiss@gmail.com	Quản trị viên	Đang hoạt động	<button>Khóa</button>
2	Nguyễn Việt Hoàn1	rentalhanoi1	hoan1@gmail.com	Chủ xe (cá nhân)	Đang hoạt động	<button>Khóa</button>
3	Nguyễn Việt Hoàn5	shophanoi1	hoan5@gmail.com	Cửa hàng	Đang hoạt động	<button>Khóa</button>
4	Le Minh Tung	rentalhanoi2	tunglm310@gmail.com	Chủ xe (cá nhân)	Đang hoạt động	<button>Khóa</button>
5	Le Minh Hang	shophanoi2	hang0902@gmail.com	Cửa hàng	Đang hoạt động	<button>Khóa</button>
6	Le Viet Hoang	rentalhcm1	hoangdz234@gmail.com	Chủ xe (cá nhân)	Đang hoạt động	<button>Khóa</button>
7	Mai Phuong Thuy	rentalhcm2	thuyhcm@gmail.com	Chủ xe (cá nhân)	Đang hoạt động	<button>Khóa</button>
8	Duong Thanh Tung	shopbcm2	tunghcm@gmail.com	Cửa hàng	Đang hoạt động	<button>Khóa</button>
9	Vu Van Thanh	shopbcm1	thanh89@gmail.com	Cửa hàng	Đang hoạt động	<button>Khóa</button>
10	Bui Viet Anh	shopdanang1	anhdn123@gmail.com	Cửa hàng	Đang hoạt động	<button>Khóa</button>

Function details:

- The user can choose the account type (Rental, Admin, Customer), select the account status (Khóa, Hoạt động) or enter data(Họ và tên, tên đăng nhập hoặc email) to search for an account on the system.
- The program will display the account(s) that match the criteria the user is searching for.

3.7.2 Manage Account

Function trigger: User click on <<Quản lý tài khoản>> to manage and view list account in system.

Function description:

- Actor: Admin
- Admin has the authority to manage and view the entire list of user accounts on the website system.

Screen layout:

Quản lý tài khoản		Loại tài khoản:	Tất cả	Trạng thái:	Tất cả	Tim kiếm ...	Tim kiếm
STT	Họ và tên	Tên đăng nhập	Email	Loại tài khoản	Trạng thái		
1	Hoan1	admin	quangvodoiss@gmail.com	Quản trị viên	Đang hoạt động	Khóa	
2	Nguyễn Việt Hoàn1	rentalhanoi1	hoan1@gmail.com	Chủ xe (cá nhân)	Đang hoạt động	Khóa	
3	Nguyễn Việt Hoàn5	shophanoi1	hoan5@gmail.com	Cửa hàng	Đang hoạt động	Khóa	
4	Le Minh Tung	rentalhanoi2	tunglm310@gmail.com	Chủ xe (cá nhân)	Đang hoạt động	Khóa	
5	Le Minh Hang	shophanoi2	hang0902@gmail.com	Cửa hàng	Đang hoạt động	Khóa	
6	Le Viet Hoang	rentalhcm1	hoangd2234@gmail.com	Chủ xe (cá nhân)	Đang hoạt động	Khóa	
7	Mai Phuong Thuy	rentalhcm2	thuyhcm@gmail.com	Chủ xe (cá nhân)	Đang hoạt động	Khóa	
8	Duong Thanh Tung	shopbcm2	tunghcm@gmail.com	Cửa hàng	Đang hoạt động	Khóa	
9	Vu Van Thanh	shopbcm1	thanh89@gmail.com	Cửa hàng	Đang hoạt động	Khóa	
10	Bui Viet Anh	shopdanang1	anhdn123@gmail.com	Cửa hàng	Đang hoạt động	Khóa	

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Function details:

- Users can view the list of accounts on the system. Click on <<Khóa>> to lock an account, which means that the account will not be able to access the system after logging in. Click <<Mở khóa>> to unlock a previously locked account. Click <<
- Click on <<Tim kiếm>> to find accounts that match the user's criteria.

3.7.3 Ban/Unban Account

Function trigger: User click on <<Quản lý tài khoản>> to perform the lock or unlock of accounts on the system.

Function description:

- Actor: Admin
- Users have the authority to Ban/Unban accounts of users who violate the law on the website system.

Screen layout:

Quản lý tài khoản		Loại tài khoản:	Tất cả	Trạng thái:	Tất cả	Tim kiếm ...	Tim kiếm
STT	Họ và tên	Tên đăng nhập	Email	Loại tài khoản	Trạng thái		
1	Hoan1	admin	quangvodoiss@gmail.com	Quản trị viên	Đang hoạt động	Khóa	
2	Nguyễn Việt Hoàn1	rentalhanoi1	hoan1@gmail.com	Chủ xe (cá nhân)	Đang hoạt động	Khóa	
3	Nguyễn Việt Hoàn5	shophanoi1	hoan5@gmail.com	Cửa hàng	Đang hoạt động	Khóa	
4	Le Minh Tung	rentalhanoi2	tunglm310@gmail.com	Chủ xe (cá nhân)	Đang hoạt động	Khóa	
5	Le Minh Hang	shophanoi2	hang0902@gmail.com	Cửa hàng	Đang hoạt động	Khóa	
6	Le Viet Hoang	rentalhcm1	hoangd2234@gmail.com	Chủ xe (cá nhân)	Đang hoạt động	Khóa	
7	Mai Phuong Thuy	rentalhcm2	thuyhcm@gmail.com	Chủ xe (cá nhân)	Đang hoạt động	Khóa	
8	Duong Thanh Tung	shopbcm2	tunghcm@gmail.com	Cửa hàng	Đang hoạt động	Khóa	
9	Vu Van Thanh	shopbcm1	thanh89@gmail.com	Cửa hàng	Đang hoạt động	Khóa	
10	Bui Viet Anh	shopdanang1	anhdn123@gmail.com	Cửa hàng	Đang hoạt động	Khóa	

Function details:

- Users can click on the <<Khóa>> to disable an account on the system. The system will display a message “Khóa thành công” and the locked account will not be able to log in to the system.
- Users can click on the <<Mở khóa>> to enable the account that has been previously banned on the system. The system will then display a message “Mở khóa thành công”, and the account will be able to log in again to the system.

3.7.4 View Account Details

Function trigger: User click on <<>> to view detailed information of one account.

Function description:

- Actor: Admin
- The program show detail information of one account

Screen layout:

Function details:

- View detailed information of a user account on the system.
- Users can click on the <<Khóa>> to disable the account on the system.
- Users can click on the <<Mở khóa>> to enable the account on the system.
- Click on <<Đóng>> to finish viewing the details of the account.

3.7.5 Update Cover Image

Function trigger: User click on <<Quản lý bài đăng>> to update cover photos.

Function description:

- Actor: Rental
- The program allows users to update the cover photo for their account.

Screen layout:

Function details:

- The user selects an image and then clicks on <<Cập nhật ảnh bìa>>, the system will display a “Cập nhật ảnh bìa thành công” message using a toast message.

3.8 Feedback Management

3.8.1 Add Feedback

Function trigger: User click on <<Gửi >> or <<Đánh giá>> to send report to the system

Function description:

- Allow users to write content about violations that affect users and submit a report to the system.
- Actor: Rental, Customer
- The program displays a form for users to enter report content.

Screen layout:

The screenshot shows a web-based application for managing vehicle rentals. On the left, there's a sidebar with user profile information: name (Nguyễn Việt Hoàn), contact number (0943494532), address (Số 3 lô trong tan, ha dong, Ha noi), and a 5-star rating. The main area is titled 'Thông tin đơn xe: Khách hàng (có tài khoản)' and contains a form for entering a customer's details. This form includes fields for name, address, phone number, birthdate, CMT/CCCD, delivery date, and total price. Below this, there are two text input fields for feedback: one for the customer's review ('Đánh giá khách hàng') and another for the rental service ('Đánh giá về khách hàng').

Function details:

- Users enter the content about the violation of the other party and then click <<Gửi>> to send the report. The system will display the message “Gửi báo cáo thành công”
- If the reported user is a customer, their reputation score will be deducted by 3 points after each report.

3.8.2 View Feedback

Function trigger: View information report of user

Function description:

- Actor: Rental, Customer
- The program displays the reviews of different users about the vehicle rental service.

Screen layout:

Đánh giá khách hàng

Nguyễn Bùi Đức Quang1
⭐ xe ngon ko góc chết

Nguyễn Tùng Minh
⭐⭐ Xe chất lượng cao

Nguyễn Việt Hoàng
⭐⭐ Chủ xe tuyệt vời, 10 điểm

Nguyễn Bùi Đức Quang1
⭐⭐ xe vở, xe vẫn, bán xe đì

Nguyễn Bùi Đức Quang1
⭐⭐ hihii

Nguyễn Bùi Đức Quang1
⭐⭐⭐⭐ xe như xe rác

Nguyễn Bùi Đức Quang1
⭐⭐⭐⭐ Xe chất lượng tốt, 10 điểm

Nguyễn Bùi Đức Quang1
⭐⭐⭐⭐ hhhhh

Nguyễn Bùi Đức Quang1
⭐⭐⭐⭐ xe tôi tàn, không đáng tiền

Function details:

- The user reviews the owner's ratings.

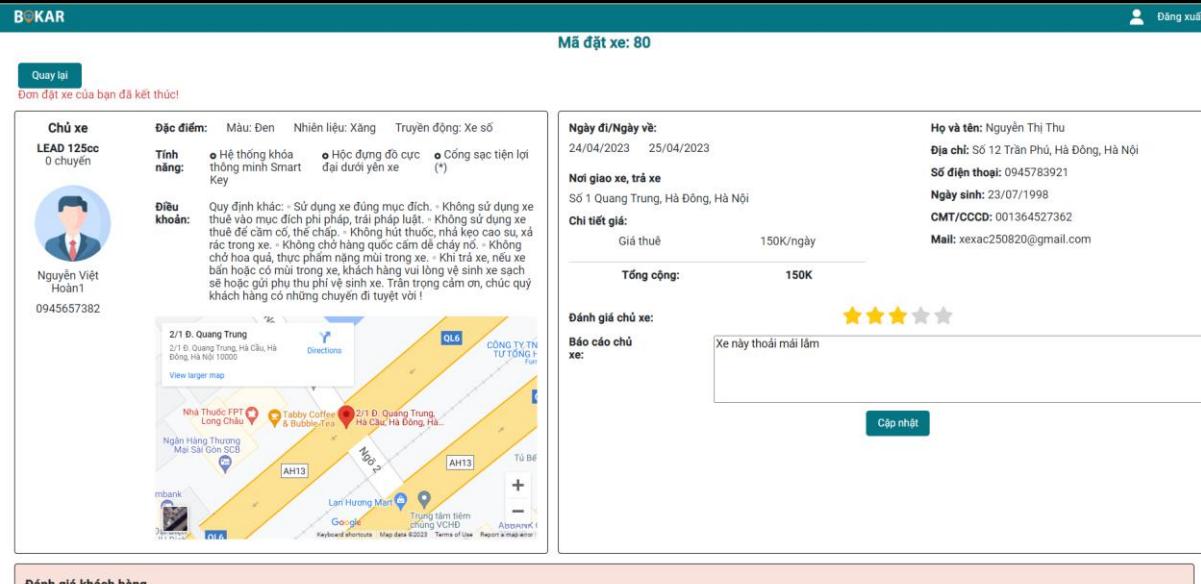
3.8.3 Update Feedback

Function trigger: Customer click <<>> of the orders that have been given to update the feedback.

Function description:

- Actor: Customer
- The function allows users to update their feedback after they have rated the car rental service.
- The program shows a form for user input feedback information.

Screen layout:



The screenshot shows a mobile application interface for a car rental service. At the top, it displays "Mã đặt xe: 80". Below this, there's a summary of the rental details and a map showing the location of the rental point. On the right side, there's a large feedback form. The feedback form includes fields for "Ngày đi/Ngày về:" (Departure/Return date), "Họ và tên:" (Name), "Địa chỉ:" (Address), "Số điện thoại:" (Phone number), "Ngày sinh:" (Date of birth), "CMT/CCCD:" (ID card number), and "Mail:". There's also a section for "Tổng cộng:" (Total amount) set at 150K/ngày. Below these fields is a rating section with five stars and a note: "Xe này thoải mái lắm" (The car is very comfortable). At the bottom of the feedback form, there's a "Cập nhật" (Update) button. The entire feedback section has a pink background.

Function details:

- The previous user's feedback on the vehicle rental service displayed on the screen.

- Customer input content then click on <<Cập nhật>> to send feedback, The system show notification “Cập nhật báo cáo thành công”.

3.9 Review Management

3.9.1 View Review

Function trigger: User view all feedback about rental.

Function description:

- Actor: Rental, Customer
- Program displays reviews of various users regarding vehicle rental services.

Screen layout:

Đánh giá khách hàng	
Nguyễn Bùi Đức Quang1	★★★★★ xe ngon ko góc chết
Nguyễn Tùng Minh	★★★★★ Xe chất lượng cao
Nguyễn Việt Hoàng	★★★★★ Chỗ xe tuyệt vời, 10 điểm
Nguyễn Bùi Đức Quang1	★★★★★ xe vở, xe vấn, bán xe đì
Nguyễn Bùi Đức Quang1	★★★★★ hiiii
Nguyễn Bùi Đức Quang1	★★★★★ xe như xe rác
Nguyễn Bùi Đức Quang1	★★★★★ Xe chất lượng tốt, 10 điểm
Nguyễn Bùi Đức Quang1	★★★★★ hhhhh
Nguyễn Bùi Đức Quang1	★★★★★ xe tồi tàn, không đáng tiền

Function details:

- Program displays reviews from users who have used the service before.

3.9.2 Add Review

Function trigger: Customers can add a review about the car rental service after experiencing the service.

Function description:

- Actor: Customer
- Functionality allows users to add reviews about the rental car service.

Screen layout:

BOKAR

Mã đặt xe: 76

Đăng xuất

Quay lại

Đơn đặt xe của bạn đã kết thúc!

Chú xe MAZDA 3 2015 1 chuyến	Đặc điểm: Màu: Trắng Nhiên liệu: Xăng Số ghế: 4 chỗ Truyền động: Xe số tự động	Tính năng: <input checked="" type="radio"/> Camera lùi <input type="radio"/> Bán đồ <input checked="" type="radio"/> Cửa sổ trời <input checked="" type="radio"/> Camera 360	Điều khoản: - Sử dụng xe đúng mục đích. - Không sử dụng xe thuê vào mục đích phi pháp, trái pháp luật. - Không sửa dụng xe thuê để cầm cố, thế chấp. - Không hút thuốc, nhả keo cao su, xà rác trong xe. - Không chở hàng quá cấm để cháy nổ. - Không chở hoa quả, thực phẩm nặng mùi trong xe. - Khi trả xe, nếu xe bẩn hoặc có mùi trong xe, khách hàng vui lòng lồng vệ sinh xe sạch sẽ hoặc gửi phu thu phí vệ sinh xe.
Le Minh Tung 0345656656			Ngày đi/Ngày về: 20/04/2023 - 21/04/2023
			Họ và tên: Nguyễn Văn An Địa chỉ: 18 Hòa Sơn Chúc Sơn Chương Mỹ Hà Nội Số điện thoại: 0931750680 Ngày sinh: 24/08/2000 CMT/CCCD: 001200014834 Mail: quangnbd250820@gmail.com
			Nơi giao xe, trả xe A2, Vinhomes Gardenia, Ham Nghi, Cầu Diễn, Hà Nội
			Chi tiết giá: Giá thuê: 650K/ngày
			Tổng cộng: 650K
			Đánh giá chủ xe: ★★★★☆ Báo cáo chủ xe: Nội dung
			Gửi

Đánh giá khách hàng

Function details:

- Customers can rate the service by selecting a corresponding number of stars. By default, the system displays <<★★★★>>, choosing the number of stars reflects the customer's satisfaction level with the service. For example, a rating of 4 stars: <<★★★★>>
- Click on "Gửi" để to send rating, The system show notification: "Gửi báo cáo thành công".

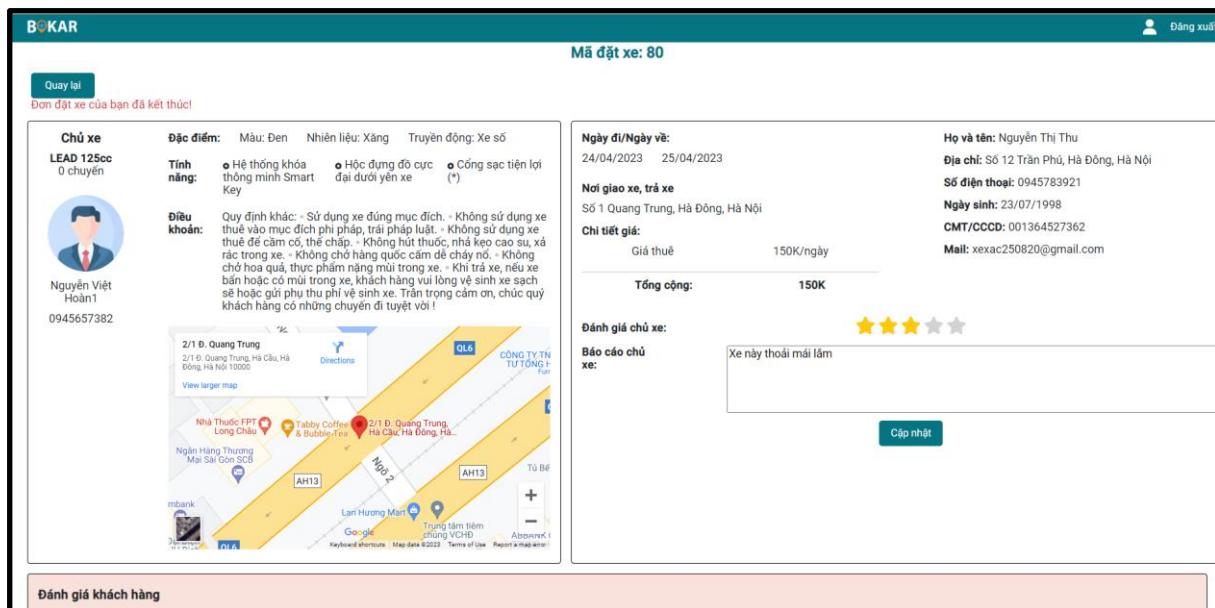
3.9.3 Update Review

Function trigger: Customer click <<

Function description:

- Actor: Customer
- Function allows users to update their review after they have rated the car rental service.
- The program displays a form for users to enter review information.

Screen layout:



Function details:

- Screen displays the user's previous rating for the car rental service.
- Customer rating ★ show their satisfaction level., example 4 star: <<★★★★>>
- Click <<Cập nhật>> to send rating, The system show notification: "Cập nhật báo cáo thành công".

4. Non-Functional Requirements

4.1 External Interfaces

- The data lists appearing on the system must have filters, Sort functions and paging. The system must ask for confirmation (Y/N) for data deletion operations.
- The system will support most web browsers with responsive design.

4.2 Quality Attributes

- The interface should be easy to understand and friendly.
- The screen layout and colour should be appealing.
- The guidelines are clearly and easy to understand

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4.2.1 Usability

The user interface is simple, easy to use

- The screen layout and colour should be appealing.

- The function is divided into menu items and tabs for easier access
- System interface is responsive, users can use many screens (large PC, small PC, tablets, phone)

4.2.2 Performance

- If the system loses the connection to the Internet the user should be informed.
- Optimize the source code of the program to minimize the processing time of operations.
- Use effective technologies and databases to reduce data retrieval time.
- Conduct regular system checks and optimizations to ensure stable and optimal operation.

4.2.3 Security

- User password shall be stored in a database encrypted with a good algorithm.
- User authorization and authentication shall use good technology.
- The user in any role will only display the screen according to that role.
- The database will be stored securely on the server

5. Requirement Appendix

5.1 Business Rules

ID	Rule Definition
BR-01	Phone numbers must be 10-12 numbers.
BR-02	Account's password must be at least 8 characters in length.
BR-03	Each email cannot be used for two accounts.
BR-04	Name/Password must not be blank.
BR-05	When registering, or changing a password, the user must enter the new password twice.
BR-06	When changing a password, the new password must not be the same as the current password.
BR-07	Customers under 18 years old are not allowed to rent cars and motorbikes.
BR-08	Citizen identification must be 12 numbers.
BR-09	Users are only allowed to rate, provide feedback once.
BR-10	For customers, they can only rate the car owner after their booking has ended.
BR-11	Each citizen identification cannot be used for two accounts.
BR-12	The car has been reserved for the dates of departure and return. The listing will be hidden from the search results.
BR-13	A car has been booked, the listing owner cannot delete the listing for that booking when the booking period ends.

ID	Rule Definition
BR-14	In the order status management screen, when the booking is in the status “Đang chờ”, The order can click “Phê duyệt” or “Từ chối” and cannot click “Nhận xe” and “Kết thúc”.
BR-15	In the order status management screen, when the booking is in the status “Phê duyệt”, The order can click “Từ chối” to deny booking and click “Nhận xe” to delivery vehicle for customer and cannot click “Kết thúc” .
BR-16	In the order status management screen, when the booking is in the status “Từ chối”, The order can click “Chấp nhận” to accept booking again and click “Nhận xe” to delivery vehicle for customer and cannot click “Nhận xe” and “Kết thúc”.
BR-17	In the order status management screen, when the booking is in the status “Nhận xe”, The order can click “Kết thúc” when customer give car back, user cannot click “Chấp nhận” and “Từ chối”.
BR-18	In the order status management screen, when the booking is in the status “Kết thúc”, All status buttons are disabled.
BR-19	When the booking is out of date, all status buttons are disabled, when updating from, to date, restore status button.
BR-20	Rentals only send feedback to customers if they have an account.
BR-21	Only Rental (shop or personal) can view, add, update own post
BR-22	Only Admin can ban, unban account
BR-23	Only Admin can approve or reject post

5.2 Application Messages List

#	Message code	Message Type	Context	Content
1	MSG01	In line	There is not any search result	<i>Không có kết quả...</i>
2	MSG02	In red, under the text box	Input-required fields are empty	<i>Vui lòng nhập ...</i>
3	MSG03	In red, under the text box	Input phone must have 10-12 number	<i>Số điện thoại phải là số và 10-12 ký tự</i>
4	MSG04	In red, under the text box	Input account password must be at least 8 characters, and global format	<i>Mật khẩu phải tối thiểu 8 ký tự, có tối thiểu 1 chữ thường, 1 chữ hoa, 1 ký tự đặc biệt</i>
5	MSG05	In red, under the text box	Input card id must have 12 character	<i>CMT/CCCD phải là số và 12 ký tự</i>
6	MSG06	In red, under the text box	Input age must have > 18 years old	<i>Ngày sinh bắt buộc phải trên 18 tuổi</i>

#	Message code	Message Type	Context	Content
7	MSG07	In red, under the text box	Choose time of booking, from date must >= current day	Vui lòng nhập ngày đi lớn hơn hoặc bằng ngày hiện tại
8	MSG08	In red, under the text box	Choose time of booking, to date must >= from date	Vui lòng nhập ngày đi nhỏ hơn ngày về
9	MSG09	In red, under the text box	Input email must have format user@mail.com	Nhập đúng định dạng email: user@mail.com
10	MSG10	Toast message	Add booking request successfully	Gửi yêu cầu thành công, mã đặt xe của bạn là '...'
11	MSG11	Toast message	Add booking failed	Gửi yêu cầu thất bại!
12	MSG12	Toast message	Search order booking failed	Đơn không tồn tại, tìm kiếm thất bại
13	MSG13	In line	Table don't have result	Không tìm thấy dữ liệu
14	MSG14	Toast message	Rental update order booking successfully	Cập nhật dữ liệu thành công
15	MSG15	Toast message	Rental update order booking failed	Cập nhập thất bại
16	MSG16	In red, under the text box	Input price only number	Vui lòng nhập đúng mệnh giá VND
17	MSG17	In red, under the text box	Input licensePlate Vietnamese standard	Vui lòng nhập đúng định dạng biển số xe (VD: 30H-12345)
18	MSG18	Toast message	Add post successfully	Gửi yêu cầu thành công
19	MSG19	Toast message	Add post failed	Gửi yêu cầu thất bại
20	MSG20	Toast message	Update post successfully	Thông tin xe đã được cập nhật thành công
21	MSG21	Toast message	Update post failed	Có lỗi xảy ra khi cập nhật thông tin xe
22	MSG22	In red, under the button	Add and Update failed when feature input is empty	Không để trống ô nhập tính năng
23	MSG23	Toast message	Update avatar successfully	Đã cập nhập ảnh bìa

#	Message code	Message Type	Context	Content
24	MSG24	Toast message	Update profile successfully	<i>Thông tin của bạn đã được cập nhật</i>
25	MSG25	Toast message	Update profile failed	<i>Thông tin cập nhật thất bại</i>
26	MSG26	In red, above the button	Update profile failed (email is exist)	<i>Email đã tồn tại!</i>
27	MSG27	In red, above the button	Update profile failed (cardId is exist)	<i>CMT/CCCD đã tồn tại!</i>
28	MSG28	Toast message	Update password successfully	<i>Đổi mật khẩu thành công</i>
29	MSG29	Toast message	Update password failed	<i>Đổi mật khẩu thất bại</i>
30	MSG30	In red, above the button	Update password failed(old password is not correct)	<i>Mật khẩu cũ không đúng</i>
31	MSG31	In red, above the button	Update password failed(new password does not match confirm password)	<i>Mật khẩu mới không trùng nhau</i>
32	MSG32	Toast message	Delete successfully	<i>Bài đăng đã được xóa thành công</i>
33	MSG33	Toast message	Delete failed	<i>Có lỗi xảy ra</i>
34	MSG34	Toast message	Admin click <<Phê duyệt>> successfully	<i>Phê duyệt thành công!</i>
35	MSG35	Toast message	Admin click <<Phê duyệt>> failed	<i>Phê duyệt thất bại!</i>
36	MSG36	Toast message	Admin click <<Tù chối>> successfully	<i>Tù chối thành công!</i>
37	MSG37	Toast message	Admin click <<Tù chối>> failed	<i>Tù chối thất bại!</i>
38	MSG38	Toast message	Admin click <<Khóa>> successfully	<i>Khóa thành công!</i>
39	MSG39	Toast message	Admin click <<Mở khóa>> successfully	<i>Mở khóa thành công!</i>
40	MSG40	Toast message	Admin click <<Khóa>> failed	<i>Khóa thất bại!</i>

#	Message code	Message Type	Context	Content
41	MSG41	Toast message	Admin click <<Mở khóa>> failed	Mở khóa thất bại!
42	MSG42	Toast message	Customer click <<Hủy đơn>> successfully	Bạn đã hủy đơn thành công
43	MSG43	Toast message	Customer click <<Hủy đơn>> failed	Hủy đơn thất bại
44	MSG44	In red, under the button	Customer can't review when order is not finished	Đơn chưa kết thúc chưa thể đánh giá
45	MSG45	Toast message	Customer review successfully	Gửi báo cáo thành công
46	MSG46	Toast message	Customer review failed	Gửi báo cáo thất bại
47	MSG47	In yellow, above the button	Login failed	Tên đăng nhập hoặc mật khẩu sai, vui lòng nhập lại
48	MSG48	Toast message	Register successfully	Đăng ký thành công
49	MSG49	Toast message	Register failed	Đăng ký thất bại!
50	MSG50	In yellow, under the button	Register failed(email is exist)	Email đã tồn tại!
51	MSG51	In yellow, under the button	Register failed(cardId is exist)	CMT/CCCD đã tồn tại!
52	MSG52	In yellow, under the button	Register failed(username is exist)	Tên đăng nhập đã tồn tại!
53	MSG53	Toast message	Reset password successfully	Gửi yêu cầu thành công
54	MSG54	Toast message	Reset password failed	Gửi yêu cầu thất bại
55	MSG55	In yellow, under the button	Reset password failed(username and email is not match)	Tên đăng nhập và email không khớp

#	Message code	Message Type	Context	Content
56	MSG56	Toast message	Unauthorised access attempt to a page by an admin.	<i>Bạn cần đăng nhập với vai trò là Admin!</i>
57	MSG57	Toast message	Unauthorised access attempt to a page by a rental.	<i>Bạn cần đăng nhập với vai trò là Rental!</i>
58	MSG58	Toast message	Unauthorised access attempt to a page by a customer.	<i>Bạn cần đăng nhập với vai trò là Customer!</i>
59	MSG59	Toast message	Unauthorised access attempt to a page by a shop.	<i>Bạn cần đăng nhập với vai trò là Shop!</i>
60	MSG60	Toast message	Customer update review successfully	<i>Cập nhật báo cáo thành công</i>
61	MSG61	Toast message	Customer update review failed	<i>Cập nhật thất bại</i>