Car Rental Management System

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1. Introduction

Several years ago, if you want to rent a car you should go to the shop in person, after making an appointment, waiting for your meeting, negotiate with the owner, check the cars that suit your budget, and ask questions about the car like how much gas it takes, how much miles it already operated, how many accidents if there are any, check any scratches, check if is it full of gas before you take it, and many more things but nowadays you can do all these features through an online, website, or mobile app, Facilitating everything to the customers, so they will not waste time, they can book or rent a car in advance, especially if they are planning on going or traveling somewhere else, they can manage everything in their place, plus now there are a lot of websites or software for car rental system, then there are a lot of competitors, everyone needs to make their car rental system/application better than the other to attract more customers and gain more money.

2. Positioning

2.1 Problem Statement

The problem of	*managing the rental of a car through a system*
Affects	*administrators, employees, customers*
the impact of which is	*Customers need to go to business place or make phone call to book rental cars*
a successful solution would be	*one tool which handle the functionalities of rental cars. The tool will provide an easy online reservation of cars based on availability and type of cars.*

2.2 Product Position Statement

For	*Any customer or Customer or any individual above 18 years old and has driver license*

Who	*Customer need a temporary car to rent*
The "Car Rental"	*is a system that is used for car rental purposes.*
That	*Is globally available and provides online rental car reservation. Since the system is globally available to customers, it will boost the business process.*
Unlike	*Traditional renting system where customer must go to their office to rent a car or make a phone call*
Our product	*Will be available globally and customers can reserve a rental car online which will be available 24 hours.*

3. Stakeholder Descriptions

3.1 Stakeholder Summary

Name	Description	Responsibilities
Employees	Employees are the super user of the system. They have the highest privileges to manage the rental process	Employees are responsible to add, edit or delete cars and manage booking of rental cars, reviews customer information.
Customers	Customer can browse the system, to check the available cars in specific date to rent them if they find the deals convenient to their requests.	Rent a car
Developers	Developers develop system on the basis of given document	Developers are responsible for developing system features, fixing bug, and maintaining the system's availability
Testers	Testers should test all the scenarios could possible happened to check if there's errors	Testers are responsible for integration testing.

4. Product Overview

4.1 Needs and Features

No	Problem	Need	Priority	Features	Planned Release
Employee					
1	Employee need to make business to rent cars online	Cars available to rent	High	Employee will insert the important information that will be interesting for the users, so the Employee can add cars	
2	If the car wasn't available anymore	Car should be deleted	High	employee will delete the unavailable car,	
3	The employee has to change the rent price of the car depend on the season or he may to edit the miles operated of the car	Car should be edited	High	Employee will edit the specific car	
4	The employee should let the Customer who already rent a car to pay a fee because he didn't return back the car in the exact time	Employee should specify the fee	High	employee will give the Customer a fee	
	manages the rental process.	Employee should check the customer when he arrives to take the car	High	Employee has the privilege to check the information of the customer.	
6					
Customer					
7	Customers need to rent cars online, to stop wasting time, and make it easy for them	Online system	High	Customer will browse the system and select the dates when he needs the car	

Car Rental Management System Context Diagram

Customer

Employee

Car Rental Management System

Reservation

Payment

Customer info

Records succesful transaction details

credit\debit card info

reservation info

Reservation status result

credit\debit card validation result

Car Rental Management System Use Case

Employee

- Manage Reservation
- Update Car
- Read Reservation
- Login
- Reserve a Car
- Cancel Reservation

Customer

Payment System

- Process Payment